

Horizon Air

Flight Attendant Addiction Support Program Manual (FAAS)

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WELCOME

INTRODUCTION

The Flight Attendant Addiction Support program (FAAS) has been jointly developed and is operated by the Association of Flight Attendants (AFA) and Horizon Air. The goal of FAAS is to build a climate of safety and wellness by creating a workplace culture that does not ignore or stigmatize Flight Attendants struggling with a substance use problem. Both AFA and Horizon Air firmly believe that personal, professional and public interests are best served by supporting Flight Attendants in their recovery and in their safe return to flying. The objectives of FAAS for afflicted Flight Attendants are early utilization of non-punitive self-identification Pathways, ready access to a continuum of treatment services offering best practices for Flight Attendants, and engagement with on-going workplace recovery support services. FAAS is structured to encourage Flight Attendants to seek help before work related misconduct occurs. However, should a Flight Attendant's substance use problem progress to the point of impacting work, there may still be a pathway leading to recovery support and conditional job preservation/ reinstatement. FAAS is also designed to encourage Horizon Air employees to come forward with concerns of Flight Attendant behavior and a possible substance use problem without automatic threat of termination to the Flight Attendant.

MISSION

The Horizon Air Flight Attendant Addiction Support Program (FAAS) is designed to ensure safe operations of all Horizon Air flights and to assist Flight Attendants dealing with a substance use problem and dependency. The objective of the program is to get the affected Flight Attendant appropriate treatment before the Flight Attendant's health, life, and employment, or the wellbeing of others, are threatened by an unresolved substance use problem.

The Alaska FAAS program is structured to encourage Flight Attendants to seek help before work related misconduct occurs.

THE BOTTOM LINE

The FAAS program is an effective way for Flight Attendants dealing with a substance use problem and dependency to treat, achieve, and maintain sobriety. Our goal is to provide access to treatment for the Flight Attendant's substance use problem and dependency.

ADDICTION SUPPORT PROGRAM

WHY USE IT?

The aviation industry, like all industries, has employees who suffer from a substance use problem. Many Flight Attendants struggling with a substance use problem never get help, even though treatment works. Because a problem with substance use is progressive, Flight Attendants may not experience performance and attendance problems in the very early stages of this disease. As the disease progresses, afflicted Flight Attendants may begin to put their well-being, job and the safety of the traveling public at risk. Early identification and intervention results in the preservation of public safety, employment retention, Flight Attendant recovery, and cost reduction.

To encourage Flight Attendants to ask for help or identify other Flight Attendants that may need help, the FAAS program offers several distinct Pathways that encourage both afflicted Flight Attendants and affected flying partners to identify problematic substance use. These Pathways eliminate barriers and stigma, and encourage help seeking behavior.

WHO SHOULD USE FAAS?

In the interest of safety, any non-probationary Flight Attendant concerned with their substance use problem is encouraged to seek immediate help through FAAS before experiencing a work related substance use event.

WHO IS ELIGIBLE TO USE FAAS?

The FAAS program is available to non-probationary Horizon Air Flight Attendants afflicted with a substance use problem. If you are a member of another work group, a similar program may be available to you. The FAAS program is not available to family members. Contact your AFA Employee Assistance Program (EAP) committee or Flight Attendant Drug & Alcohol Program (FADAP) for assistance with a family member with substance abuse issues (See Appendix).

The FAAS program is available to Flight Attendants who are employed at Horizon Air on or after the date of the launch of the FAAS program.

The FAAS program is available to Flight Attendants who are not permanently barred from returning to their safety sensitive positions by DOT regulations.

The FAAS program is available to Flight Attendants who have not engaged in criminal behavior that would result in separation.

WHAT DOES IT OFFER?

FAAS offers support services jointly designed and managed by both Horizon Air and AFA. These support services will vary based on what Pathway the afflicted Flight Attendant takes when requesting help for their substance use problem (See Appendix for Matrix). Below are features of the FAAS program which are discussed in greater detail in other parts of this manual.

- Ensures that only those with an absolute need to know will have access to the Flight Attendant's medical information obtained while they are a participant in the FAAS program.

- Provides Company travel to and from residential treatment for the Flight Attendant and participants in the family program.
- Provides Company travel for the Flight Attendant to and from monthly recovery support meetings.
- Provides the afflicted Flight Attendant with 30 days of Company funded residential treatment (no deductible or co-pay) at select facilities. Please note that this support is not available to Flight Attendants who enter the FAAS program following a DOT test violation (Matrix Pathway 3). Flight Attendants with a DOT test violation should contact the AFA MEC EAP Chairs or the Flight Attendant Drug and Alcohol Program (FADAP) for assistance (See Appendix).
- Provides the Flight Attendant with continuing care supported by a representative of AFA EAP and Inflight leadership.
- Provides the Flight Attendant with adequate time, typically 6-9 months, for recovery. This period of time allows the Flight Attendant to build a recovery portfolio which documents their achievements in sobriety.
- Supports a Flight Attendant's return to work conditioned upon their development of a personal recovery program and sustained sobriety as documented in the recovery portfolio.

THE PATHWAYS & STEPS

PROGRAM OVERVIEW

The requirements and steps outlined below are not indicative of every afflicted Flight Attendant's experience. Each Flight Attendant has a unique situation that is addressed individually through their treatment program and follow up. The following provides an example and rough chronology of the required steps once an eligible Flight Attendant decides to be part of the program. Each participating Flight Attendant's program, steps and requirements will be tailored to meet their individual needs.

PATHWAYS FOR PARTICIPATION

Flight Attendants may enter into the program according to the following Pathways.*

	PATHWAY 1	PATHWAY 2	PATHWAY 3
Scope and Conditions of Participation	<p>Pro-Active Self-Referral.</p> <p>A Flight Attendant may ask to enter the FAAS program at any time, including after a personal, non-work related incident or in response to work performance concerns the Flight Attendant believes are related to alcohol or drug use, except for a performance issue meeting the definition of a Pathway 2 or 3 situation.</p> <p>Representative examples of Pathway 1 participation include the Flight Attendant asking to participate because he/she needs help, an off-the-job DUI/DWI, a domestic issue/incident, or a decline in work performance such as attendance or performance decline that would not otherwise lead to discipline.</p>	<p>Proactive Self-Disclosure to a company leader or representative prior to the leader/company representative having suspicion that the Flight Attendant is under the influence of drugs and/or alcohol and prior to the Flight Attendant stepping onto the aircraft for their first scheduled flight of the day. If the Company has been notified by any individual that a Flight Attendant may be under the influence of alcohol and/or drugs, the Company will complete a reasonable suspicion assessment and administer a DOT alcohol and/or drug test if warranted, per the DOT regulations.</p> <p>Reactive Self-Referral following work-related misconduct other than defined in Pathway 3.</p> <p>Representative examples of Pathway 2 behavior include inappropriate workplace behavior, layover misconduct, and inappropriate interaction with an employee or guest. Pathway 2 behavior is misconduct that does not violate the Company Drug and Alcohol policy.</p> <p>The FAAS program is not for employees who have engaged in criminal behavior (which would result in a termination).</p>	<p>Violation of DOT regulations or Company Drug and Alcohol policy.</p> <p>Representative examples of Pathway 3 behavior include but are not limited to violations of Company Drug and Alcohol policy that do not meet the proactive self-disclosure criteria under Pathway 2, failing a drug or alcohol test, the Flight Attendant stepping onto the aircraft with drugs or alcohol in their system, or the employee testing positive after being notified that he/she is subject to a random, reasonable suspicion, or post-accident drug or alcohol test.</p>
Employment Status	<p>The Flight Attendant remains employed and is placed on medical leave of absence and will go through the standard Return from Leave protocol upon their return.</p>	<p>The Flight Attendant remains employed pending an investigation pursuant to Article 25 of the CBA. The Flight Attendant enters FAAS and in-patient treatment and will participate in investigation meetings if appropriate under the terms of in-patient care or following in-patient treatment.</p> <p>If the investigation substantiates misconduct by the Flight Attendant, the Company will consider the surrounding circumstances, including the severity of the misconduct, impact on others and impact on the Company, and will determine whether to offer the Flight Attendant a Last Chance Agreement (LCA) in lieu of discipline or termination.</p> <p>If the Company offers a LCA and the Flight Attendant refuses to sign, the Company will move forward with discipline pursuant to Section 19 of the CBA. If the Company offers a LCA and the Flight Attendant signs, the Flight Attendant will be returned to work pursuant to the terms of the LCA.</p>	<p>The Flight Attendant remains employed pending an investigation pursuant to Article 25 of the CBA. If the investigation substantiates misconduct by the Flight Attendant, the Company will pursue termination.</p> <p>Following review of the Flight Attendant's recovery portfolio and a determination that the Flight Attendant is suitable for reemployment, the Company may, at its discretion, offer the Flight Attendant a Letter of Conditional Reinstatement (LOCR). If the Company offers the Flight Attendant a LOCR and the Flight Attendant signs, the Flight Attendant will be reinstated pursuant to the terms of the LOCR.</p> <p>If the Flight Attendant is reinstated pursuant to a LOCR, their Occupational Seniority will be retained.</p>
Does the Company investigate the behavior and review at PRM?	<p>No, not applicable.</p>	<p>Yes.</p>	<p>Yes.</p>
Leave eligibility and type	<p>Sick leave use /Short Term / Long Term Disability may be available while on medical leave.</p>	<p>Paid according to Article 25 of the CBA until investigation is complete or medical leave is initiated. If employment is retained, sick leave use /Short Term / Long Term Disability may be available while on medical leave.</p>	<p>Paid according to Article 25 of the CBA until investigation is complete or medical leave is initiated.</p>
Who pays for inpatient treatment?	<p>Company pays for in-patient treatment at a company-approved facility to the extent permitted by applicable law, so long as flight attendant follows the terms of the FAAS program (See Payment for</p>	<p>Company pays for in-patient treatment at a company-approved facility to the extent permitted by applicable law, so long as flight attendant follows the terms of the FAAS program (See Payment for</p>	<p>The Flight Attendant is responsible for any inpatient treatment and related costs.</p>

	Treatment section below and the Employee Benefits Handbook for coverage details).	Treatment section below and the Employee Benefits Handbook for coverage details).	
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*Determination of a Flight Attendant's proper Pathway and eligibility for a Last Chance Agreement or a Letter of Conditional Reinstatement is at the Company's discretion.

PATHWAY 1

Pathway 1 is available to a Flight Attendant who has voluntarily asked for help with their substance use problem and wants assistance. Pathway 1 is available to a Flight Attendant who does not have a substance use problem that causes work related misconduct requiring Company investigation. Below is the FAAS process for Flight Attendants using Pathway 1.

1. The Flight Attendant contacts a representative of their local Recovery Support Team (see Appendix) to discuss the FAAS process and other options (see "Additional Information").
2. Should the Flight Attendant choose to proceed with the FAAS process and requirements, they will select and enter a residential treatment program from the available facilities.
3. Prior to the Flight Attendant entering the facility and after obtaining the Flight Attendant's consent, the Recovery Support Team will help coordinate the following for the Flight Attendant:
 - a. 30 days of residential treatment at an approved facility. The Company intends to pay for this residential treatment. Special payment rules apply if you are enrolled in the Consumer Choice PPO Plan (CCPPO) plan with a Health Savings Account (HSA). The coverage for participating in the program depends on the medical plan in which you are enrolled. Refer to the Employee Benefits Handbook for the specific breakdown of coverage and your cost-sharing.
 - b. Positive space travel to the facility for the Flight Attendant and participants in the family program.
 - c. Clearance of the Flight Attendant's flight schedule and leave coding.
 - d. Access to the Flight Attendant's sick and vacation leave benefits pursuant to the CBA.
4. Flight Attendants will be eligible to return to work when their continuing care treatment provider has indicated they have successfully completed all recommended clinical care.
5. When the Flight Attendant is ready to return to work, they will follow the normal return to work process based on Company leave procedures.
6. The FAAS recovery support team will remain available to help the Flight Attendant navigate any steps, concerns or difficulties on their path to recovery.

PATHWAY 2

Pathway 2 may be available to a Flight Attendant who proactively self-discloses to a company leader or representative prior to the leader/company representative having suspicion that the Flight Attendant is under the influence of drugs and/or alcohol and prior to the Flight Attendant stepping onto the aircraft before their first scheduled flight of the day; or a Flight Attendant who has engaged in other substance use-related misconduct that does not fall under Pathway 3 misconduct. Representative examples include inappropriate workplace behavior and layover misconduct that does not violate Company Drug and Alcohol policy. If the company has been notified by any individual that a Flight Attendant may be under the influence of alcohol and/or drugs, the company has a requirement to complete a reasonable suspicion assessment and administer a DOT drug and/or alcohol test if warranted, per the DOT regulations.

Below is the FAAS process for Pathway 2 Flight Attendants.

1. The Flight Attendant will be immediately removed from duty and cooperate with all supervisor instructions.
2. The Flight Attendant must contact their local AFA EAP Chair as soon as possible, **but no later than 3 days post incident**. The Flight Attendant's substance use problem needs and FAAS process will be discussed. A Flight Attendant's failure to make this contact in this timeframe will not disqualify them from AFA EAP assistance, but will disqualify them from participating in the FAAS program. See Appendix for contact information.
3. After obtaining the Flight Attendant's consent, the Recovery Support Team will help coordinate the following for the Flight Attendant:
 - a. Placement of the Flight Attendant in a "Pending Investigation" status subject to timeline extensions.
 - b. 30 days of residential treatment at an approved facility. The Company intends to pay for this residential treatment. Special payment rules apply if you are enrolled in the Consumer Choice PPO Plan (CCPPO) plan with a Health Savings Account (HSA). The coverage for participating in the program depends on the medical plan in which you are enrolled. Refer to the Employee Benefits Handbook for the specific breakdown of coverage and your cost-sharing.
 - c. Positive space travel to the treatment facility for the Flight Attendant and participants in the family program.
 - d. Clearance of the Flight Attendant's flight schedule and leave coding.
 - e. Access to the Flight Attendant's sick and vacation leave benefits pursuant to the CBA.
4. The Flight Attendant must **access treatment within 5 business days post incident**. Failure to do so may jeopardize the Flight Attendant's eligibility for the FAAS program.
5. Once medically appropriate, the RST will telephonically review the FAAS monitoring agreement with the Flight Attendant.
6. The Flight Attendant will sign the FAAS monitoring agreement. Failure to sign will disqualify the Flight Attendant's from participating in the FAAS program.
7. In conjunction with the Flight Attendant and their treatment providers, the RST will participate in the creation of the Flight Attendant's treatment plan.
8. The Flight Attendant's treatment providers will send weekly updates to the RST regarding the Flight Attendant's progress in and engagement with treatment.
9. If recommended by the Flight Attendant's treatment providers, family participation may be required. Who is involved in family participation will be determined by the Flight Attendant's clinical treatment team. This will be included in the clinical treatment plan.
10. In conjunction with the Flight Attendant and their treatment providers, the RST will participate in the creation of a continuing care treatment plan prior to the Flight Attendant's discharge from residential treatment.
11. AFA EAP will provide the Flight Attendant with contact information for a Flight Attendant mentor. Flight Attendant mentors are active Flight Attendants with at least two (2) years of recovery. They have volunteered to assist and support newly recovering Flight Attendants. Mentors do not replace 12 step sponsors. Flight Attendants must contact their Flight Attendant mentor prior to discharge.
12. Following discharge from residential care, the Flight Attendant is required to engage in continued substance abuse outpatient treatment and self-help activities as outlined in their continuing care treatment plan. Costs for professional care outside of residential treatment at a FAAS approved facility is the responsibility of the Flight Attendant.
13. The Flight Attendant is required to sign medical releases for all continuing care health care providers. (See Appendix for authorization form).
14. The Flight Attendant will participate in monthly RST meetings facilitated by positive space Company travel.
15. The RST will help the Flight Attendant begin to create their recovery portfolio (See Section 9).
16. The duration of continuing care will vary based on individual recovery status, engagement in the recovery process and self-help participation. Ultimately, the duration of continuing care and the timeline for returning to work will be determined by the Flight Attendant's continuing care providers.

17. The investigation into the Flight Attendant's conduct will be finalized prior to the return to work determination.
18. Once the Flight Attendant, their continuing care providers and the RST determine the Flight Attendant is ready to advocate their return to work, the Flight Attendant will contact the AFA Grievance Representative to discuss and schedule the recovery review meeting with Inflight leadership.
19. The Flight Attendant will present their Recovery Portfolio at this meeting.
20. If the Flight Attendant's portfolio is accepted by Inflight leadership, the Flight Attendant will be released to return to work contingent upon signing a Last Chance Agreement and following the normal process to return to work after leave of absence.
21. The Flight Attendant will be monitored by the RST for an additional 12 months following return to work. The Flight Attendant will be monitored for the following:
 - a. Attendance of at least 80% of RST meetings. If the Flight Attendant is unable to attend, they must contact the RST prior to absence.
 - b. Participation in all professional care that continues to be recommended by the Flight Attendant's treatment providers. Any request for modified participation must be approved by the RST.
 - c. Compliance with drug and alcohol testing as required by the Company and recommended by the Flight Attendant's treatment provider.

PATHWAY 3

Pathway 3 is available for a Flight Attendant who:

- 1) violates DOT regulations or Company policy regarding drug and/or alcohol misuse; or
- 2) refuses to test, as defined by DOT regulations.

Consistent with Horizon Air zero tolerance drug and alcohol policy, the Flight Attendant will be investigated under Article 25 of the CBA and face termination from employment.

Should a Pathway 3 Flight Attendant wish to pursue conditional reinstatement with the Company they must follow the steps listed below. There is no guarantee that a Flight Attendant will be offered reinstatement*. Out of pocket treatment costs and travel to residential treatment for the Flight Attendant and family participants are the Flight Attendant's responsibility.

Regardless of the outcome of the Company investigation, the AFA EAP is available to assist the Flight Attendant should they choose to address a substance use problem. This assistance is NOT conditional upon the Flight Attendant pursuing reinstatement at Horizon Air.

1. The Flight Attendant will be immediately removed from duty and cooperate with all supervisor instructions.
2. The Flight Attendant should immediately contact their local AFA EAP Chair (see Appendix) to discuss the FAAS Pathway 3 process.
3. Should the Flight Attendant decide to pursue a conditional reinstatement, their local AFA EAP Chair will help them select a treatment program that meets their clinical and financial needs.
4. With the Flight Attendant's authorization, the local AFA EAP Chair will contact the RST Inflight representative to share the Flight Attendant's willingness to participate in FAAS and desire to pursue a conditional reinstatement.
5. The Flight Attendant will participate in a telephonic intake assessment with the treatment facility coordinated by the local AFA EAP Chair.
6. The local AFA EAP Chair will help coordinate transportation to and placement in the selected treatment program.
7. The Flight Attendant will sign the FAAS monitoring agreement.

8. In conjunction with the Flight Attendant and their treatment providers, the RST will participate in the creation of the Flight Attendant's treatment plan.
9. The Flight Attendant's treatment providers will send weekly updates to the RST regarding the Flight Attendant's progress in and engagement with treatment.
10. If recommended by the Flight Attendant's treatment providers, family participation may be required. Who is involved in family participation will be determined by the Flight Attendant's clinical treatment team. This will be included in the clinical treatment plan.
11. The Flight Attendant, their treatment providers and the RST will create a continuing care treatment plan prior to discharge from residential treatment.
12. AFA EAP will provide the Flight Attendant with contact information for a Flight Attendant mentor. Flight Attendant mentors are active Flight Attendants with at least two (2) years of recovery. They have volunteered to assist and support newly recovering Flight Attendants. Mentors do not replace 12 step sponsors. Flight Attendants must contact their Flight Attendant mentor prior to discharge.
13. Following discharge from residential care, the Flight Attendant is required to engage in continued substance abuse outpatient treatment and self-help activities as outlined in their continuing care treatment plan.
14. The Flight Attendant is required to sign medical releases for all continuing care health care providers. (See Appendix for authorization form).
15. The Flight Attendant may participate in monthly RST meetings facilitated by company travel.
16. The RST will help the Flight Attendant begin to create their recovery portfolio (See Section 9).
17. The duration of continuing care will vary based on individual recovery status, engagement in the recovery process and self-help participation.
18. During all treatment phases and engagement with the RST, the Flight Attendant will be building their recovery portfolio (see Section 9). Minimally, this will be for a period of no less than 6-9 months following the Flight Attendant's DOT violation.
19. Once the Flight Attendant, their continuing care providers and the RST determine the Flight Attendant is ready to advocate their reinstatement of employment, the Flight Attendant will contact the AFA Grievance Representative to discuss and schedule a meeting with Inflight Management to present their Recovery Portfolio.
20. Should the Company decide that the Flight Attendant may be reinstated, the Flight Attendant will be required to sign a Letter of Conditional Reinstatement (LOCR).
21. For DOT violations the Flight Attendant will also need to successfully complete the DOT return to work process including a Substance Abuse Professional (SAP) evaluation. This SAP evaluation is at the Flight Attendant's expense. The Flight Attendant will also be required to have a DOT mandated direct observation return to duty drug test. The RST will guide the Flight Attendant through these DOT processes. The Flight Attendant will be subject to DOT mandated direct observation tests and other requirements (as determined by the SAP). These tests are over and above those conducted via the random testing pool and may last up to five (5) years.
22. The Flight Attendant will be monitored by the RST for an additional 12 months following return to work. The Flight Attendant will be monitored for the following:
 - a. Attendance of at least 80% of RST meetings. If the Flight Attendant is unable to attend, they must contact the RST prior to absence.
 - b. Participation in all professional care that continues to be recommended by the Flight Attendant's treatment providers. Any request for modified participation must be approved by the RST.
 - c. Compliance with drug and alcohol testing as required by the Company and recommended by the Flight Attendant's treatment provider.

THE SUPPORT

TREATMENT & BENEFITS

If a Flight Attendant volunteers to participate in the program, the Flight Attendant will have access to the following:

- Treatment - recommended inpatient residential rehabilitation
- Support system – Recovery Support Team
- Continuing care support, which will include monthly RST meetings and assistance in building a recovery portfolio
- For Pathway 1 and 2:
 - medical leave coordination, access to accrued sick leave benefits and/or short-term disability through Company resources, subject to each plan's terms and applicable rules
 - travel assistance for the Flight Attendant and family participants

PAYMENT FOR TREATMENT

The Company intends to pay for residential treatment for Pathway 1 and 2 Flight Attendants. Pathway 3 Flight Attendants will be the responsible for payment. The program is integrated with each of the Company sponsored medical plans. Special payment rules apply if you are enrolled in the Consumer Choice PPO Plan (CCPPO) with a Health Savings Account (HSA). The coverage for participating in the program depends on the medical plan in which you are enrolled. Refer to the Employee Benefits Handbook for the specific breakdown of coverage.

If you have a claim related to the program, see the Employee Benefits Handbook for the procedures you should follow to file a claim, or to appeal an adverse decision.

MISCONDUCT & DISCIPLINE

The FAAS program is a disease-based model and is intended to be rehabilitative. For that reason, a Flight Attendant entering the program under Pathway 1 will not be subject to disciplinary action.

The FAAS program also recognizes that misuse of alcohol and/or drugs may manifest in behaviors that negatively impact others. Flight Attendants entering the program following substance use work related misconduct (Pathway 2) are subject to investigation and disciplinary action up to termination, pursuant to the CBA. Flight Attendants who enter the program in Pathway 2 remain accountable for their conduct and must participate in the investigatory process. Following an investigation, successful completion of the program, and presentation of their recovery portfolio, a Last Chance Agreement may be offered at the Company's discretion.

Flight Attendants entering the FAAS program for violations outlined in Pathway 3 are subject to investigation and disciplinary action up to termination from employment. The FAAS program recognizes the magnitude of such violations. Upon successful completion of the program, presentation of their recovery portfolio, and at the Company's discretion, the Flight Attendant may be offered reemployment under the terms of a Letter of Conditional Reinstatement (LOCR).

SUPPORTING ROLES

THE RECOVERY SUPPORT TEAM (RST)

The RST is a partnership between the union, the Company and the Flight Attendant. The recovery support team (RST) consists of an AFA EAP committee member and a member of Inflight leadership. A member of Inflight leadership will obtain from the Flight Attendant and provide to the HR representative an appropriately signed medical release. Each member of the RST has been trained on FAAS procedures and the disease model of a substance use problem. The mission of the RST is to provide guidance and support to Flight Attendants so they can successfully navigate and document their initial and sustained recovery for return to work consideration by the Company.

Additionally, the recovery support team (RST):

- Provides guidance to the Flight Attendant seeking to understand the FAAS Pathways
- Contributes to the recovery planning process for each FAAS participant
- Supports Flight Attendants in successfully navigating early recovery

GRIEVANCE REPRESENTATIVE

A Grievance Representative is a Flight Attendant representing a fellow Flight Attendant in situations regarding investigations, discipline, contractual violations and disputes with management. The Flight Attendant's Grievance Representative is not a member of the RST.

HR REPRESENTATIVE

The HR Representative is the the HR Manager or HR Business Partner supporting the Inflight division.

THE RECOVERY MENTOR

A recovery mentor is an active Flight Attendant from any airline who has achieved at least two years of recovery. Recovery mentors have volunteered to assist the newly recovering Flight Attendant by sharing their experiences in successfully navigating the occupational challenges of early recovery. The recovery mentor does not take the place of a twelve step sponsor. Instead, it's an additional layer of support in the workplace.

ADDITIONAL INFORMATION

RETURN TO WORK AND SUPPORT MONITORING

Pathway 1: Flight Attendants may elect to participate in RST monthly meetings anytime following their discharge from residential treatment. The Flight Attendant does not have to be back at work before participating in this support activity. The Company will provide transportation as requested. No RST attendance monitoring will take place with a Flight Attendant in Pathway 1.

Pathway 2: Flight Attendants will be required to attend RST monthly meetings and attendance will be monitored. The attendance rate should be 80% or better with advance explanations for any absences. RST meetings will begin following discharge from residential treatment through the 12 months following any return to work. The RST will complete a monthly monitoring report for each attending Flight Attendant. This report is objective rather than subjective (See Appendix). It will be mailed to each Flight Attendant one week following the RST meeting. It is the Flight Attendant's responsibility to keep their copies of the monitoring reports for inclusion in their recovery portfolio. No monitoring report will bear the name of the Flight Attendant. The monitoring form will show a unique code which will be assigned to each participating Flight Attendant based on the year of FAAS entry and sequential number based on admission flow. For example, Jane Doe who is the 54th Flight Attendant to ever participate in FAAS since its inception and entered FAAS in 2019 will be coded as FA 2019-054.

Pathway 3: Flight Attendants are not subject to pre-return to work requirements but only recommendations. Flight Attendants in Pathway 3 are best advised to follow the Pathway 2 participation level in RST meetings. Should a Flight Attendant in Pathway 3 be extended an offer of conditional reinstatement, then monthly RST meetings will be required, and attendance will be monitored for 12 months post return at the 80% minimum level.

RECOVERY PORTFOLIO

Flight Attendants in Pathway 2 or Pathway 3 who are seeking return to work consideration will be required to compile a recovery portfolio. The recovery portfolio consists of multiple documents that testify to the Flight Attendant's level of engagement in the treatment process, participation in their recovery community and their investment in the FAAS process. It is the Flight Attendant's responsibility to construct their recovery portfolio. Guidance from the RST is always available. Flight Attendants must bring their recovery portfolio to their monthly RST meeting whereupon they will receive on-going feedback about its development and contents. Flight Attendants are responsible for presenting their recovery portfolio to the Company. The recovery portfolio contains protected health information so only the Flight Attendant will choose when and to whom they will share it outside of the RST. Items that the Flight Attendant may want to consider adding to their portfolio include but are not limited to:

- The Flight Attendant's residential treatment discharge summary
- Certificate of completion from residential treatment
- Twelve-Step support meeting attendance tracking sheet
- Any Twelve-Step Chips the Flight Attendant has earned
- Continuing care provider discharge summaries
- Letter from the Flight Attendant's Twelve-Step sponsor
- Letter(s) from family members
- Letter(s) from physician and other health care providers
- Monthly RST (Recovery Support Team) monitoring reports

- Pre- and post-treatment attendance records

WHAT HAPPENS IF THE FLIGHT ATTENDANT RELAPSES?

Voluntary disclosure of relapse to a member of the RST is less problematic than the RST or the Company finding out through other means. If a Flight Attendant in Pathway 1 and Pathway 2 voluntarily discloses an initial relapse, the Company will pay for additional residential treatment.

Do not attempt to hide a relapse. If a Flight Attendant in Pathway 2 or Pathway 3 does not voluntarily disclose a relapse, the Flight Attendant may be terminated.

Flight Attendants who relapse will have a discussion with the members of the RST to determine how the program can best prevent a future relapse. Ultimately, the program is always customized to the individual's needs and circumstances – whether initially entering the program or following a relapse.

Total abstinence from all mood altering substances (as opposed to mood stabilizing drugs like anti-depressants), even if the Flight Attendant has never had a problem with a drug, is a requirement of the FAAS program. Flight Attendants in the FAAS program must fully disclose their substance use problem to all treating health care providers including dentists. Use of mood altering substances must be cleared by your treating health care providers.

OTHER OPTIONS

Healthcare provider

ACTive Support EAP

AFA EAP/FADAP

Insurance

If you are unsure if you are eligible for the FAAS program, contact AFA EAP committee/FADAP or your local FAAS team (see “Additional Information”).

If you are not eligible for the FAAS program and would still like assistance, contact AFA EAP committee/FADAP.

RESOURCE/CONTACT INFORMATION

AFA MEC EAP CHAIRS:

- 503-729-4439, QXAFAEAP@gmail.com

FLIGHT ATTENDANT DRUG/ALCOHOL PROGRAM (FADAP)

- (855) 333-2327

WINGS OF SOBRIETY MEETINGS FOR FLIGHT ATTENDANTS

Telephonic Meetings (for those examining or seeking support around their own alcohol-drug use)

- Sunday at 5:00 PM EST
- Wednesday at 3:00 PM EST
- Call in number: 1-855-544-2320

AL ANON-FADAP

(for those impacted by a loved one's use of alcohol or drugs)

- Wednesday at 6:00 PM ESTC
- Call in number: 1-855-544-2320

AFA EAP INTERNATIONAL OFFICE

- 1-800-424-2406

MATRIX

(FMLA paperwork submission for a leave of absence)

- Call Matrix for FMLA/medical leave: 888-205-2590 INTAKE DEPARTMENT, they will FAX the documents to your doctor to be completed by you and the doctor.
- If you apply for short term disability, talk to you Matrix case worker. They will FAX the disability documents to your doctor for completion. Short term disability requires a doctor's note with a diagnosis.