

Horizon Air

Association of Flight Attendants-CWA

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FEB 3, 2021 MASTER EXECUTIVE COUNCIL

Our Inflight work group has undergone many operational changes since the start of the COVID-19 pandemic. While most changes are focused on protecting flight attendants and passengers from exposure, the frequency of change can lead to confusion. This newsletter is intended as a reference for current COVID related policies and procedures and includes AFA recommendations. We will try to update this information as new protections or issues are identified.

The most current COVID information is also available via OYH and vis this link:

<https://www.alaskasworld.com/news/coronavirus/default.asp?div=AllCompany>

January Update

As we are watching unprecedented spread of COVID-19 in our region and the rise of new variants coming into our states, we are asking all flight attendants to be diligent in following COVID-19 health guidelines in all aspects of your life. This includes being safe while at work AND away from work.

Self-Assessment

Prior to reporting for a trip and at the start of each subsequent day, a flight attendant should answer the following questions, much like the self-assessment checklist on your company IMD:

(Yes/No) I am awaiting the results of a COVID-19 test.

(Yes/No) I have experienced any of the following symptoms in the last 24 hours:

Fever or Chills	Abnormal fatigue	Sore throat
Cough	Muscle or body aches	Congestion or runny nose
Shortness of breath	Headache	Nausea or vomiting
Difficulty breathing	New loss of taste or smell	Diarrhea

(Yes/No) In the last 24 hours, I have knowingly been in “Close Proximity” ** to someone who tested positive or is presumed positive (by medical authority) for COVID-19.

(Yes/No) In the last 24 hours, I have knowingly been in “Close Proximity” ** to someone that has exhibited the above symptoms of COVID-19

**** (Close Proximity = inside six (6) feet for more than 15 cumulative minutes in a 24-hour period. Being in the galley and/or a hotel shuttle/van/cab/Uber with another crew member qualifies as Close Proximity!)**

If you cannot answer NO to all four of the above questions, contact the MedLink Crew Covid Hotline at 480.333.3595. If you are then advised not to fly, contact Crew Scheduling and your Supervisor IMMEDIATELY!

Additionally, these questions are available in the COVID Self-Assessment App on your IMD.

COVID Self-Assessment for Canadian Entry

On November 23, 2020, Transport Canada began requiring that all passengers and crew fill out a COVID-19 online self-assessment prior to entering Canada. This **MUST** be completed prior to your departure from the United States. The receipt provided after the assessment will need to be presented to the border service officer upon arrival into Canada. It is recommended that you fill out this form at the beginning of your duty day!

The app is available in the App Store on your IMD. Search for the ArriveCAN app. You will need to create an account the first time. Input your details and take the COVID assessment. If your assessment fails, contact Crew Scheduling IMMEDIATELY!

A final note on Canada overnights. Flight Crews are considered 'exempt.' This means that flight crews are allowed to enter Canada. Unfortunately, this means that you are still expected to follow the mandatory 14-day quarantine once entering. If your stay in Canada is less than 14 days (as in the case of an overnight) you are expected to quarantine in place for the duration of your stay. Penalties can include:

- Fine of up to \$750,000
- 6 months jail time
- Banned from entering Canada

For more information, please visit:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/travel-restrictions-exemptions.html>.

Transport Canada is requiring all airlines to conduct temperature checks for passengers AND airline crews inbound to Canada at the point of departure. Presently, working crewmembers returning to the United States are exempt from the negative test results prior to entry.

Prior to boarding your aircraft, you will need to inform the boarding agent that you are the working crew of the flight and need your temperature checked. If a crew member has a temperature higher than 100.4 degrees Fahrenheit, contact MedLink Crew Resources at 480.333.3595. If recommended not to fly, contact crew scheduling immediately. You will also be subsequently removed from any Canada flying for the next 14 days.

What to Do After Developing COVID

First and foremost, we need you to be taking care of yourself!

IF YOU HAVE SEVERE SYMPTOMS, CANNOT BREATHE and/or YOUR HEALTH SITUATION IS LIFE THREATENING, GO TO THE EMERGENCY ROOM OR CALL 911!

For less than severe symptoms, there is a flowchart on the COVID subsite to help you through your individual scenario.

- Under Resources for Employees

- Click on “Health Assessment Flow Chart (Aircrew & CA Employees)”

Prior to Reporting for Duty - If you are experience ANY of the symptoms listed in the Self-Assessment APP or on page one of this bulletin, please avoid coming to work.

Management has repeated regularly that they do not want employees coming to work sick and who may get their co-workers or passengers sick. If your doctor suggests that your symptoms warrant time off from work, please notify Crew Scheduling (CS) (for imminent schedule changes) and notify your Supervisor.

If you have been notified that you have been exposed to a confirmed positive case of COVID-19, please reach out to your Supervisor immediately!

- You can expect to quarantine for 14 days from date of exposure.

If you have tested positive for COVID:

- Contact your Supervisor immediately. If a Supervisor is unavailable, contact Crew Scheduling and request a Duty Officer contact.
- Please contact CS with any imminent schedule changes.
- You can expect to quarantine for a minimum of 14 days from onset of symptoms or positive test if asymptomatic.

If on a Trip - If you are on a trip and you become symptomatic or notified of an exposure:

- Do not continue on the trip.
- Contact MedLink Crew Covid Hotline at 480.333.3595.
- Inform Crew Scheduling and then request a Duty Officer contact.
- Report out to the Duty Officer on the recommendation from Global Lifeline/Medlink
 - The Duty Officer will coordinate with Crew Scheduling to make accommodates that are appropriate for your medical situation based on the recommendations from Global Lifeline/Medlink.

- Follow up with a Supervisor.
- Keep receipts for any purchases you have to make based on Medlink's direction, e.g. thermometers, transportation cost for Covid testing, meals, etc. and follow up with an expense report which you may find on OYH.

Aircraft Cleaning

All of our stations should now be performing the deeper "Next-Level Care" cleaning process. Once an aircraft is cleaned, they will place a temporary placard in view of the passengers near the forward galley. The placard will remain in place until boarding is complete, at which time one of the flight attendants will remove it prior to departing the gate.

When the aircraft arrives at the gate, one cleaning agent will board the airplane prior to passengers deplaning and immediately start cleaning the lavatory. Please allow the cleaning crew to access the aircraft right away to allow the turn-timeline to flow smoothly. The goal for the rest of the cleaning team is to be on board the aircraft when first class is finished deplaning (E175) or four minutes after arrival (Q400).

At the completion of the cleaning process, a member of the cleaning team will apply a sticker to the bulkhead (E175) or Forward Cargo Door (Q400). Flight Attendants should visually inspect the cabin, galleys & lavatories for cleanliness and notify the station (via ramp agent or Pilots) if more cleaning is needed.

Cleaning **MUST** be complete prior to boarding. The agent will now ask:

"Is minimum crew on board? Is the cabin clean and is the temperature safe for boarding?" If any of these answers are NO, boarding cannot begin until the cabin crew can answer yes to all three questions. Once boarding is complete, the "A" Flight Attendant will remove and discard the cleaning sticker.

Yellow Cards and Face Masks

Currently mask usage is mandated by the TSA Security Directive (SD 1544-21-02) and the Alaska Air Group policy (No Mask, No Travel, No Exceptions for any guests 2 years of age and older). As part of your welcome aboard PA, it is highly recommended that pilots

include a reminder about our face mask policies during flight. When a passenger is non-compliant:

- On the ground prior to take off:

Flight Attendants will make requests for compliance.

Prior to pushback, the Flight Attendants can request directly to the station that a passenger be removed from the flight.

During taxi-out, if the Flight Attendants are encountering compliance issues, they may contact the flight deck to request a return to gate for a lack of mask compliance

- After take-off

Flight Attendants will again make requests for compliance.

If a passenger is not willing to comply with the mask policy, the Flight Attendants are directed to give them a “Yellow Card” that serves as a final warning.

Once a Yellow Card is issued, the Flight Attendant will communicate with the flight deck that a Yellow Card was issued.

When notified that a Yellow Card was issued, you will need to ask if the passenger was then compliant. If the passenger is compliant with the mask policy, then no further action is required.

In the event that a passenger is non-compliant after a Yellow Card is issued, you will need to notify the flight deck to ensure they notify the inbound station that a passenger is non-compliant with the mask policy and that a ban letter is requested. Please include the following information when contacting the flight deck:

Guest Name

Seat Number

If they are connecting to another flight

Presently, we do not divert for mask compliance.

File a report an *ASAP Report* and include all details of the flight, the conversation with the guest and their name and seat number.

Once a ban letter is issued, the event is reviewed by a Ban Committee, which is comprised of members from Ground Services, Management and Inflight. They will review all the information to determine whether the ban should be upheld or if the passenger can book future travel. If a report has not been filed, it is possible the guest may not be banned from future travel.

Wearing Your Mask

Current company policy requires that all employees wear a mask when unable to maintain six (6) feet of social distancing. This is a company-wide policy and independent of local regulations. Remember that everyone wears their mask for different reasons. You may be wearing your mask to comply with company policy, but your crewmember may be wearing theirs because they live with a high-risk family member.

There is a FAQ guide regarding the company policies regarding facemasks located at the link below. The FAQ covers the guidelines across our operations, including during training, on the ramp and in the crewroom (breakroom.)

https://splash.alaskasworld.com/News/coronavirus/documents/AAG_Mask_QA.pdf

A flight attendant can choose not to wear the company issued mask. If you choose to wear your own mask, ensure that it is neutral in color, solid or plain in appearance. Company colors are preferred, matching your uniform. Be sure to always wear your mask when in view of the public.

Due to the amount of people that are in and out of the crew room, and with the close proximity to people in crew vans, masks should be worn in these locations. Again, if you are unable to maintain six (6) feet of social distancing, masks shall be worn.

Currently, there is an exemption for the Pilots for mask usage while in the flight deck *with the door closed*. Pilots should be wearing their mask any time the flight deck door is open on the ground or if they leave the flight deck during flight to use the lavatory. It is recommended that pilots wear a mask (either COVID or oxygen) when the other pilot is replaced by a Flight Attendant during cruise flight (i.e., bathroom break).

Medical Exemptions

In response to the recent TSA Security Directive for medical exemptions, the following is a list of working crew member protections AFA is requesting from management, as well as proof of negative COVID test results prior to boarding:

- The guest will need to provide a written exemption signed by a medical doctor.
- The Customer Service Agent (CSA) will contact MedLink to confirm the guest is fit to fly and the medical exemption is valid.
- A buffer zone will be established to provide space between the guest with the working crew.
- The buffer zone will be at least 6 feet away from the crew jumpseats.
- The MEDA SSR will be added to their reservation.

The Vaccine and Flying

You are not restricted from flying after having received the vaccine. AFA is currently working to include crew members in the initial vaccine rollout and AFA Horizon has worked jointly with management to send a letter to Oregon and Washington State Officials to request consideration be given to us as well.

Final COVID Thoughts

We are seeing a substantial amount of passenger conduct issues. There is a lot of stress on the system as well as stress on society in general. Customer misbehaviors that we have seen related to COVID include non-compliance with mask policy, LAV SMOKE events (i.e., vaping/smoking in the lavatory), guests bringing and consuming their own alcohol on board, and physically assaulting employees.

Our processes are designed to work cross-divisionally to keep our employees and our passengers safe. As Flight Attendants, removing someone from a flight doesn't always feel right with our mission-oriented mentalities. However, it is important to support our fellow

FA and their situation may be different than yours. Equally, if you are uncomfortable, please ask your fellow flying partner to respect your decision to have a passenger removed. For any crew member disputes, AFA recommends that you reach out to our AFA Employee Assistance Program Committee Rep. Their contact information may be found on our website www.afahorizon.org.

Remember if you receive any exposure notifications from the new apps that identify Covid exposure, please notify Medlink immediately.

To Recap

- If you feel that you are experiencing COVID symptoms, the MedLink phone number for crews when not airborne is (480)333-3595.

For the most up-to-date policies regarding COVID, please visit:

<https://www.alaskasworld.com/news/coronavirus/default.asp?div=AllCompany>

The MedLink hotline for Crewmembers during COVID is (480)333-3595.

And finally, it is imperative that Members participate in their local council meetings. All decisions that AFA makes on behalf of members are based on direct feedback to your local officers. Don't miss the opportunity to let your voice be heard. Local meetings are held throughout the year and your local officers can advise you of the next meeting. All meetings are currently held via Zoom.

Better Together, Stronger Together

Horizon Air AFA Master Executive Council