

Horizon Air

Association of Flight Attendants-CWA

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DECEMBER 12, 2021, MEC AIR SAFETY, HEALTH, AND SECURITY COMMITTEE

Hello Fellow Flight Attendant's,

We are writing in regard to the rise in verbal and physical assaults onboard our aircraft as well as the recent increase in sexual deviancy events.

Your AFA Leaders have repeatedly asked Horizon inflight management for additional tools, resources, and protections. Months later, we are still waiting for management to act in a meaningful way. A formal request for assistance has been sent out to AFA International on December 3, 2021.

Last week there was another QX Flight Attendant that was slapped due to trying to gain mask and bag stowage compliance.

This is unacceptable and will NOT be tolerated.

The following are some steps to take if you experience any type of verbal, physical or sexual assault on your flight:

1. Call the captain and immediately deem a threat level. State clearly that "we have a threat level 1, 2 3, or 4" (which level depends on the current situation).
2. Give the Captain your narrative including the passenger's seat number and name. Let the pilots know that you will be pressing charges (if you wish to press charges).
3. Ask them to call it in to SOC so that the AAG Safety Departments will be included in the knowledge that there has been a significant event inflight/onboard the aircraft.
4. Request Law Enforcement (LEOs). Request that law enforcement report to the aircraft upon landing and advise the flight deck that you are requesting that they remove the passenger before anyone exits the aircraft.
5. Before the door opens, confirm law enforcement is in place, make your PA for passengers to stay seated.

6. Let law enforcement know if you will be pressing charges.
7. If one of the steps above is missed, stop the operation and ensure that you are safe and well. Your health, safety and security are priority over our operation.
8. You can request an EAP De-Briefing.
9. After your EAP well being De-Brief, you have the right to request an Operational (also known as a Safety) De-Brief. An Operational De-Brief is a non disciplinary/non punitive recount of all of the safety concerns that occurred, the failures, if any, with Horizon Air Policy and Procedure, as well as the opportunity to contribute to mitigations that will develop and ensure a safer work environment.

An example of some take aways from last week's Safety Debrief:

CRM Improvements are needed.

- Policies and procedures were NOT followed regarding proper follow through by gate agents with the Yellow Card ban process. It failed. (Passenger was yellow carded and assaulted a Flight Attendant and then allowed to fly on another AAG flight.)
- AAG Security was never notified by QX inflight management/duty officers.
- These are just three examples of Safety, Health and Security topics that were brought to the forefront and because of AFA's relentless push for an Operational Debrief, improvements will be eminent.
- If you have any questions or concerns, please do not hesitate to reach out to your AFA QX Leadership.

In Solidarity,

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