



# Air Safety, Health and Security Committee Communication

Hello Fellow Flight Attendant's,

Our MEC Officers met with senior management and requested joint review and possible modifications to the Critical Incident Response and Duty Officer Programs. After this meeting, Horizon Air AFA MEC, Lisa Davis-Warren, joined management stakeholders into an informational call with Heather Healy, AFA International and Lynnette Clark, HZN MEC EAP Committee Chair to discuss the need to incorporate a more detailed and definitive joint labor-management protocol for critical events. We look forward to getting approval for, and sharing updates on, this project.

In the meantime, we wanted to offer a few recommendations for responding to in-flight sexual misconduct which we developed in our meeting on December 14<sup>th</sup>, 2021.

When passengers and cabin crew are subjected to public displays of private behaviors, interventions are typically necessary. The goal of the below interventions is to stop the behavior while minimizing disruptions in the cabin.

- Discretely advise the individual(s) to stop the behavior using a verbal directive like "Please save that behavior for a private setting. This is your first and last warning."
- Hand the individual(s) a note with a similar message.
- If there is an individual seated next to the offending individual, reseat the individual and replace with an ABP. This is meant to discourage another incident as well as protect crew/other individuals from retaliation.
- If any sexual assault is directed at you, remove yourself immediately. Advise your flying partner and allow them to become the primary contact for this individual.

If the individual refuses to discontinue their behavior, this may be cause for a diversion. (It's a conversation to have with the captain.)

1. Advise the Captain. Be sure to communicate the current threat level (if there is one), followed by the narrative and all pertinent information such as the individual's name/seat number. Ask the Captain to contact SOC and request law enforcement/LEOs meet the aircraft upon arrival.

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2. If the behavior was directed at you, be empowered to request that the LEO press charges; and file a police report in the jurisdiction where you landed.
  3. File a FAIR.
  4. Contact your AFA EAP for emotional support (800-424-2406) and to find out the details of the crime victim compensation program. This program covers any financial losses from a physical/sexual assault (loss wages, medical and mental health bills, etc.) that aren't otherwise covered by any other source. Access to the funds is only dependent upon filing a police report, not the arrest or conviction of the perpetrator.

Remember:

- Any air safety disruption should not be tolerated.
- You should expect to hear from a duty officer if the process was followed correctly. Significant events are supported by our contract. Depending on the event, you may be pulled from service to enable time for processing, de-briefs and to ensure your health, safety and security is a priority.
- Any significant and/or traumatic event qualifies for an EAP/Critical Incident de-brief and may also require an Operational/Safety De-Brief. If one is not offered by inflight management, please reach out to the MEC Safety Chair or the EAP Committee Chair to determine if one is needed.

EAP is a wonderful resource for any of these challenging events. Please reach out to a Committee Rep and/or one of your local officers for any questions or support you may need.

We hope you found the above information helpful. We are working to get you more tools, education, and resources. In the meantime, if you have any questions and/or concerns, please do not hesitate to reach out to your HZN AFA leaders.

In solidarity,

Jennifer Levkun 360.731.6794  
Horizon Air AFA MEC Air Safety, Health and Security Committee Chair

Bryan Grosvold, LEC 16 ASHS Chair  
Kari Terrana, LEC 16 ASHS Representative  
Lauren Oster, LEC 16 ASHS Representative