



CUPE YYZ SAFETY PULSE – 3rd EDITION

ALLIANZ

Some recent issues with Allianz include:

- Manager contacted to rectify payment issues between Allianz and the hospital. Hope Kirk, IFS Occupation Health & Safety Manager for YYZ was contacted and the issue was resolved right away.
- Payment and service issue in Seoul, Korea—Employees required to pay for services using personal credit card before and being **reimbursed** by Air Canada and/or Allianz.

Air Canada is not happy about these situations and is diligently working with the manager of crew accounts to ensure that our Cabin Crew will receive smooth and hassle-free care.

Until such time, if there are expenses incurred during a medical emergency, **please keep all receipts** and submit them directly to:

Hope Kirk, In-Flight Services Occupational Health and Safety Manager for YYZ

HopeAlexa-Rae.Kirk@aircanada.ca 905-676-4511

***If any medical emergencies arise while away on layover, contact Crew Scheduling** and they will patch you through to Allianz directly, or a Duty Manager (on-call 24 hours/day) to assist you. **To contact Allianz Crew Medical Assistance Toll free, call: 1-800-268-0685 AC Group ID 4304.**

*Management is currently working on making this information available on the briefing package.

TURBULENCE

Turbulence has been a serious issue these past few months, so we wanted to reiterate that you should always anticipate a **bumpy ride, especially upon descent**. Remember never to risk your own personal safety. Be seated if you think the turbulence is too rough and always communicate with your fellow crew members.

To prevent injury in case of turbulence:

- Only start preparing for service and removing trolleys from cavities **after the seatbelt sign has been turned off and it is safe to get up.**
- If turbulence occurs during the service, and it is not safe to return the trolleys to their proper stowage, **apply the brakes and place hot liquids on the floor.**
- Prior to the seatbelt sign being turned on for landing, **give yourself ample time to stow all galley and service equipment away** to avoid rushing this important process.
- Cabin crew should always secure themselves, **sit down and fasten their seat belt immediately** when turbulence levels are a risk to personal safety.

SOPs for Anticipated Turbulence

When advanced notice enables the Captain to brief the cabin crew, they will advise the cabin crew of the time available to secure the cabin, the level, and duration of turbulence anticipated. The flight crew should clearly state the expectations of the cabin crew as per SOPs.

SOPs for Unanticipated Turbulence

If there is sudden moderate to severe, unanticipated or imminent turbulence requiring immediate action, the flight crew will switch on the fasten seat belt sign and make a standard PA such as: “All passengers and crew please fasten your seat belts **immediately**”. The cabin crew must cease all duties, secure themselves in the first available seat and remain seated until advised by the flight crew or until the fasten seat belt sign is switched off. **Compliance checks should only be performed and items secured if this presents no delay in securing themselves in a seat.**

With advanced notice, and if the turbulence is moderate and of extended duration, the flight deck will make the following PA: “Ladies and gentlemen, please fasten your seat belt, cabin crew stow all applicable service items”.

CABIN BAGGAGE 787

Many Cabin Crew members have come forward showing concern over the Designated Stowage for cabin crew baggage on the 787. We would like to remind crew members that these are “Designated” stowage areas, but if they fill up or are unavailable, crew members are to use their own judgment and **ensure their bags are securely stowed for cabin secure.**

If you have a broken or damaged crew bag, there is currently a program that allows you to borrow a bag from the company while yours is being repaired. You have two options:

1. Before your pairing: Drop off your bag at one of the Bentley Repair Centres and exchange it for an operable one.
2. Mid-Pairing: Exchange your broken bag for a working one in the YYZ crew centre. Once pairing is complete, you will need to take your broken bag to be repaired.

Once your bags are repaired, you simply return the loaner bag. Below is the list of repair centres in YYZ. For a full list of Bentley Repair and Spare Part Centres, please ask the Crew Centre.

YYZ	EVEX Repair Centre	1911 Dundas St. E #19	905-238-7900
YYZ	EVEX Repair Centre	71 Doncaster #71	905-881-9161

YYZ Workplace Committee

Hope Kirk WPC Employer Co-Chair - Tamara DiMaddalena WPC Employee Co-Chair
Roopi Singh Employer Representative - Guillaume Jean Employee Representative; Jinny Wong Employee Representative