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New Wheelchair Passenger Assistance Program

*** This bulletin is being re-issued due to an error. The correct number to call if you notice an issue with an employee's RAIC is (416) 776-3055. You can also email report_it@gtaa.com. We apologize for any problems this may have caused. ***

With the introduction of outside handling of wheelchair customers, instead of our own Air Canada UNIFOR members, many delays and a general dissatisfaction with deplaning have been reported. Many of you have come to CUPE seeking guidance. In order to support our UNIFOR Brothers and Sisters, who have seen the loss of over 130 jobs, and in order to adhere to Air Canada policies and procedures, we would like to remind you that it is **not** in your job description to assist passengers in deplaning beyond the aircraft door. We do not want to see you risk potential injury by performing work that we are neither trained for nor paid to do, such as pushing passengers in wheelchairs up the bridge. However, please be aware you cannot leave passengers unattended on the plane, on the bridge or any other secured area.

Should wheelchair assistance not be available at the time of arrival, we advise you contact the agent at the top of the bridge and Station Operations Control (STOC) at (905) 676-2221. We recommend that you keep track of how long you remain with passengers after the flight, and file ground duty claims accordingly. These claims must be signed off by an In Flight manager, so it is very important you document your times by notifying STOC at the time of incident. In charge flight attendants should also file an Onboard Report.

We at CUPE would also like to know the details of any delays you experience, so please send your flight number, number of passengers requiring assistance and how long you waited for wheelchair assistance to arrive to us at office@local4092.ca.



Denis Montpetit
President, Local 4092

www.local4092.ca

Contact Information

Tel: (1) (905) 676-4293

Fax: (1) (905) 676-4763

Email: office@local4092.ca

Office Hours

Monday - Friday:

9:00am to 6:00pm

Saturdays - Holidays:

10:00am to 4:00pm

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We would also like to remind you that anyone displaying a yellow restricted area identity card (RAIC) must be accompanied by someone with a permanent RAIC pass. Violations of this security procedure should be reported by calling (416) 776-3055.

The outsourcing of Air Canada jobs is disappointing to everyone at CUPE and UNIFOR. We know our UNIFOR Brothers and Sisters appreciate your professionalism and patience during this frustrating period.

May 12, 2015



Our mailing address is:
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