



***It was the best of times, it was the worst of times....***

***– Charles Dickens, A Tale of Two Cities***

These are certainly very strange times.

All the panic and fears have quickly gone from something that was on the news to something that is directly affecting our daily life, emotionally, financially, physically.

We've seen cancellations, schedules changes, reassignment.

It is devastating seeing lives lost and people suffering and it is hard to contemplate the financial losses and challenges that mar the horizon.

We feel both misinformed and over informed, scared, confused and stressed. It's rare to have so many of us at once experiencing the same thing and feeling the same way.

But in some ways there is clarity in this chaos, as we can turn this whole pandemic on its head and appreciate one positive effect, as we all realize **we are in this together** – at work, school and onboard.

It is encouraging seeing how love and support blooms out of these seeds of chaos.

In a way, it feels like we get closer and more connected with each other even if separated by distance, borders or the walls of our own homes. From donations of toilet paper to offering to donate sick days to those who have run out, flight attendants have over and over shown their generosity, professionalism and grace under fire.

This crisis gives us a new and massive energy shift to review our self and our strength, which allows us



**Denis Montpetit**  
**President, Local 4092**

**[www.local4092.ca](http://www.local4092.ca)**

### Contact Information

**Tel:** (1) (905) 676-4293

**Fax:** (1) (905) 676-4763

**Email:** [office@local4092.ca](mailto:office@local4092.ca)

### Office Hours

**Monday - Friday:**  
9:00am to 5:00pm

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to focus on the needs of others.

Times like these can bring out the best in people or the worst in people, and a lot of what we are seeing is really the best in people.

And in these times it's important to take care of ourselves, so we can better take care of each other.

**If you are ill, book off**, take care, get medical advice and sleep. If you are in isolation, turn it on it's head, and take the time to reach out and call your friends, or enjoy online communities. Or enjoy the alone time that we often crave but cannot indulge in due to our busy schedules – read a book, listen to a pod cast, practice yoga or learn a new language. Take time to do the things you never have the time to do – maybe its time for a spring “quanran clean” of your home?

**Every challenge is an opportunity.**

And if you are going to work, be safe, **wash your hands** like you just chopped chili peppers and are about to change your contact lenses. Use hand sanitizer, gloves, masks and take care of each other, in every way you can. If you are flying, stay emotionally grounded and be supportive to your crew, your colleagues and your passengers.

**Remember, whatever happens : We are all in this together.**

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Our mailing address is:  
cupelocal4092  
25 Belfield Road  
Etobicoke, Ontario M9W 1E8

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