



Health & Safety Report – January 2023

June- August 2022			
Number of Reported Injuries/Illnesses		Top Injury/Illness Trends	
Lost Time		Bending/Stretching/Twisting/Pushing/Pulling	
Health Care		Aircraft Part	
First Aids		Airports – Slip/Trip/Fall	

Carry-on baggage and Overhead bins

There have been numerous reports of cabin crew members getting injured lifting carry-on baggage and closing overhead bins. Passengers must be able to carry-on and stow their own bags unassisted. Refer to article 2.17.1.1 of the FAM for more information.

If any carry-on bags must be stowed in the overhead bins or approved stowage location, have customers stow their bags, especially if there is space above or near their seat. Passengers must stow their own bag. If the bags are too heavy or too large, have passengers bring them to the bridge to be checked.

When cabin crew prepare to close overhead bins during the boarding process, ensure there are at least two members closing them together, especially on the A330, B777 and B787. You can ask passengers to assist in closing the bins, too.

Pulling/Pushing Trolley Injuries

There have many several reports of cabin crew getting injured while pushing/pulling trolleys. What can you do to avoid injury?

Use Pristine Conditions techniques

Partner up whenever possible and always look for trip hazards

When pulling trolleys out of the galley cavities, ensure your hands are always upside down, dip and drive and turn your foot in the direction you want the trolley to go.

You can see videos on proper Pristine Condition techniques on Aeronet>Safety>Pristine Condition.

Booking off mid-cycle

Some crew members find themselves in an unfortunate situation, fall ill, and must book off mid-cycle. If this happens to you, contact MedAire, the medical support for crew members away from base. These number can be found in your Globe app for those members who are using an electronic device.

Phone: **1 800 819 6726**

Collect: **1 480 379 1945**

Email: medlink@medaire.com

Please email sante.health@local4092.ca with any issues or irregularities when dealing with MedAire. If you are faced with an emergency, call the emergency number at your location. For example, the emergency number in Canada is 911.

There is an increasing number of reports of members flying while injured/ill, we would like to remind you that MedAire is a medical advisory service and can be used to just seek medical advice. It is not an automatic book-off when they are contacted. If you are unsure of whether or not to seek medical attention, please contact MedAire.

Masks

Although mask mandates were lifted as of October 1, 2022, we highly recommend that you continue to wear a mask while in the airport, onboard and in crew designated transportation. PPE continues to be available to you at the Communication Centre.

PPE While On Layover

It has come to our attention through several injuries that cabin crew may not be wearing the appropriate PPE while engaging in extracurricular activities while on layover, such as wearing a helmet while bike riding. We strongly ask that you protect yourself and wear the appropriate PPE for the activity that you are participating in.

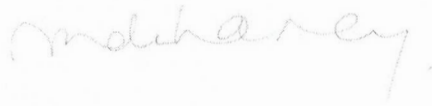
Booking-Off

While the winter season is in full swing, so is flu season. It is imperative that we do not come to work sick. Even a symptom as minor as a runny nose, could have grave repercussions not only to your own health but the health of your colleagues and their families. Please always remember to book-off and if you believe you may have contracted your illness from being at the workplace, please ensure that you book-off "Injury on Duty", fill out a work-related injury report and apply for WSIB/WIP.

Winter Uniform Pieces and Oven Gloves

If you require winter uniform pieces ie. Parka/scarf/leather gloves, please e-mail the company directly. We have also had an influx of burn injuries when cabin crew are handling the onboard ovens. If you haven't done so already, please ensure that you order a pair of oven gloves from Unisync.

In solidarity,

A handwritten signature in cursive script, appearing to read "michelle", written in light grey ink.

Health & Safety Committee Co-Chair

E: michelled@local4092.ca



Health & Safety Report – February 2023

January to February 2023			
Number of Reported Injuries/Illnesses		Top Injury/Illness Trends	
Lost Time	11	Bending/Stretching/Twisting/Pushing/Pulling	0
Health Care	2	Aircraft Part	2
First Aids	35	Airports – Slip/Trip/Fall	2

Cooling Off Period Post Incident

We would like to take this opportunity to remind you as per FAM 2.1.4.2, “Cabin Crew may be released from duty by an IFS Manager for the rest of the day if deemed necessary based on the severity of the incident/accident and following the de-briefing results of each crew member, whether conducted by and IFS Manager or representative, Authorities and/or the Air Canada Investigation Team.”

The Health and Safety Committee’s position has always been that this release from duty should allow enough time for cabin crew members to have sufficient, overnight rest in their own home if at home base. Once the cooling off period has elapsed, you should be asking yourself “Am I okay to go back to work, or am I not okay to go back to work?” If the answer is the latter, the proper procedure is to book-off injury on duty and file a Work-Related Injury/Illness eReport and WSIB paperwork. Booking off in a timely manner after an incident will help facilitate the processing of your WSIB claim.

Slips and Trips

We have been seeing a growing number of injuries involving slips and trips either onboard the aircraft or while on layover/airports. Although some injuries just cannot be avoided, we would like to remind you to remain vigilant whenever possible. Do not hesitate to ask passengers to ensure their bags/limbs remain out of the aisles at all times and especially when conducting service. We would also like to ask that you be mindful regarding the type of footwear you are using, especially during the winter months.

Foreign Object Found in Oven – What to Do?

If a foreign object is found in an oven, please refer to FAM 5.6.1.2:

- Immediately advise In-Charge who will advise PIC, Maintenance and Catering
- Make entry in Cabin Defect Logbook
- Complete Safety Reports i.e., Cabin Safety eReport. If you feel that the company did not do enough to protect your Health and Safety under the Canada Labour Code (CLC) Part II section 125, also fill out a Health and Safety Complaint eReport. Foreign items found in ovens or

warmers must be packaged, labelled, and handed over to a Customer Service Manager at the first major station

Warming Bread in Oven Safe Bags – What to Do?

Please warm bread in oven-safe bags in the oven and NOT in the bun warmer. Doing so can melt the bags and pose a potential fire hazard. To heat buns:

- Place buns in oven safe bag and place bag in oven on insert/sleeve
- Heat for no more than 6 minutes at 250 degrees/low heat
- If possible, set oven to "Steam Oven" and "Dry Heat" where applicable.

If there is no oven safe bag, do not heat/warm bread. Serve as is.

In solidarity,

A handwritten signature in cursive script, appearing to read "michelle", written in light grey ink.

Health & Safety Committee Co-Chair

E: michelled@local4092.ca



Health & Safety Report – May 2023

February 2023 to May 2023			
Number of Reported Injuries/Illnesses		Top Injury/Illness Trends	
Lost Time	56	Illness	26
Health Care	11	Contact with aircraft Part	26
First Aids	119	Slip/Trip/Fall	21

Oven Safe

We have seen an increase of cabin safety reports involving ovens. We would like to take this opportunity to remind you to be vigilant. Please remove all objects that do not belong in ovens prior to turning them on. If a foreign object is found in an oven, please refer to FAM 5.6.1.2:

- Immediately advise the In-Charge who will advise PIC, Maintenance, and Catering
- Make entry in Cabin Defect Logbook
- Complete Safety Reports i.e., Cabin Safety eReport. If you feel that the company did not do enough to protect your Health and Safety under the Canada Labour Code (CLC) Part II section 125, also fill out a Health and Safety Complaint eReport.

Many incidents have occurred involving the wrong type of bags boarded for bread. Please read bags carefully as they should say the words **“oven safe”** on them.

Please warm bread in oven-safe bags in the oven and NOT in the bun warmer. Doing so can melt the bags and pose a potential fire hazard. To heat buns:

- Place buns in oven safe bag and place bag in oven on insert/sleeve
- Heat for no more than 6 minutes at 250 degrees/low heat
- If possible, set oven to “Steam Oven” and “Dry Heat” where applicable.

If there is no oven safe bag, do not heat/warm bread. Serve as is.

If you are boarded bags that are not oven safe, please have the In Charge report it in the OBR.

Reporting and CrewCare

We would like to remind you about the importance of reporting. We have reviewed many injuries involving incidents in hotels. When following up with members, it is frequently noted that a CrewCare report was not submitted. By filing a CrewCare report, you will receive feedback directly from your Hotel Committee. It also allows your Health and Safety Committee to follow up with the employer.

MedAire

Increasingly, members tell us when they are injured away from home base, they are not contacting MedAire or MedLink. We always want to ensure your safety and MedAire and MedLink are medical advisory services that should be utilized not only when passengers are injured, but for crew as well. It is not an automatic book-off. MedAire Contacts can be found in Globe under Phone Numbers > YYZ (mobile device users).

U.S. or Canada: **1-800-819-6726**

Elsewhere Call Collect: **+1-480-379-1945**

Stress Assess Survey

Thank you! A total of 4783 surveys were completed which is approximately 48 percent of the membership. Participation was much higher than what we have seen in years past, so we thank you for your efforts.

In solidarity,



Michelle Duhaney

Health and Safety Co-Chair

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Meaghan Mroczek-Porato

Health & Safety Committee Employee Representative

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Health & Safety Report – November 2023

September 2023 to November 2023			
Number of Reported Injuries/Illnesses		Top Injury/Illness Trends	
Lost Time	96	Contact w/ Catering Equipment	45
Health Care	34	Contact w/ Aircraft Part	40
First Aids	216	Over Exertion	38

Booking Off and Returning to Work

We would like to take this opportunity to remind members about the importance of booking off and staying off while injured/sick. While we understand the WIP/WSIB processes can be daunting, it is important that we protect each other's well-being while protecting our own. If your book-off is work-related, you must be cleared by Occupational Health Services (OHS) to come back to work. This is also true if you fall onto the Wage Indemnity Plan (WIP).

If you are booked-off during a bid period, and your physician believes you will be able to return to full duties by the following block month, please ensure you have a doctor's note to this effect. This note must be provided to Crew Planning prior to the end of the bid period for you to bid for the following block month. Should you not get a doctor's note clearing you to full duties in this time, planning will issue you a reserve block.

We have also seen several cases where members are returning to full duties and may not be fully recovered. They are relying on their fellow crew to accommodate them in-flight. Air Canada has a duty to accommodate you during the time of your injury/illness. We would like to remind you that if you are unable to complete all your duties as a cabin crew member, the Return-to-Work program should be utilized.

Booking Off Injury on Duty (IOD) Bulletin

Did you know, the YYZ Health and Safety Representatives have developed a Work-Related Injury/Illness Bulletin? We are constantly updating the working document and have sent it to countless of you who have found it to be useful. This bulletin allows you to follow step by step instructions on what to do if you find yourself injured at work. If you would like a copy of this bulletin to file, please email us reach out to us at sante.health@local4092.ca. If you find yourself checking-in at the Crew Centre, you can also find an updated paper copy on our door.

Cooling Off Period Post Incident

We would like to take this opportunity to remind you as per FAM 2.1.4.2, *"Cabin Crew may be released from duty by an IFS Manager for the rest of the day if deemed necessary based on the severity of the incident/accident and following the de-briefing results of each crew member, whether conducted by and IFS Manager or representative, Authorities and/or the Air Canada Investigation Team."*

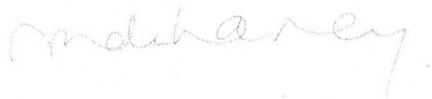
The Health and Safety Committee's position has always been that this release from duty should allow enough time for cabin crew members to have sufficient, overnight rest in their own home if at home base. Once the cooling off period has elapsed, you should be asking yourself "Am I okay to go back to work, or am I not okay to go back to work?" If the answer is the latter, the proper procedure is to book-off injury on duty and file a Work-Related Injury/Illness eReport and WSIB paperwork. Booking off in a timely manner after an incident will help facilitate the processing of your WSIB claim. Although sometimes we may feel a paid leave for a few days would be enough, having this for an extended period can severely hurt your WSIB claim, and the employer would then not be compliant with the Workman's Compensation framework.

Winter Weather Ahead

Winter is well on its way, and we would also like to take this opportunity to remind you to stay vigilant in icy/snowy conditions. We always tend to see an uptick in slip/trip/fall injuries during the colder months and it is important that you practice safe habits to avoid any of these injuries. Some safe practices are:

- Utilizing of appropriate footwear/clothing for weather conditions
- Walk, do not run
- Practice safe driving in inclement weather (do not rush, if you are running late, call Crew Scheduling and let them know)
- Report any conditions or hazards that are observed
- Practice vigilance when walking to shuttle buses, hotels, on layover, from parking lots etc.

In solidarity,



Michelle Duhaney

Health and Safety Co-Chair

E: michelled@local4092.ca

A handwritten signature in dark ink, appearing to be 'Meaghan' followed by a stylized surname.

Meaghan Mroczek-Porato

Health & Safety Committee Employee Representative

E: meaghan@local4092.ca