



Health & Safety Report – May 2024

February 2024 – May 2024			
Number of Reported Injuries/Illnesses		Top Injury/Illness Trends	
Lost Time	45	Contact with catering items	24
Health Care	20	Biological Hazards/Illnesses	21
First Aids	118	Slips/Trips/Falls	19

Telus Health and Peer Assistance Program

There has been some changes to our Employee Assistance Program that we would like to share. The first change is that we are veering away from EAP and headed towards Peer Assistance Program. Rest assured, your reps are still one of us! The other notable change is that as of April 30, 2024, we have taken a step back from Homewood Health and we now have access to TELUS Total Mental Health for support and resources. They are available 24/7 and 365 days a year at 1-833-754-3884.

1. Visit TELUS Health One: <https://login.lifeworks.com/>
2. Enter your Air Canada e-mail address (Please note: Air Canada e-mail address is required. External e-mail addresses will not be recognized.)
3. Download the TELUS Health One App for more details

With TELUS Total Mental Health, we also have access to UNLIMITED sessions with a wide array of counsellors and psychologists to choose from.

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

Fume Events and Reporting

Did you know that Component Health and Safety has created a document with regards to what you should do when potentially exposed to a fume event? Please send a blank e-mail to air@accomponent.ca should you ever be exposed to fumes in the cabin. The autoresponder will send back a lengthy document with how to determine what you may have been exposed to and what to do next. Should you be exposed to any fumes, it is your Right to Know under the Canada Labour Code (CLC) to any hazard exposures in the workplace. You can request maintenance confirmation of the chemical you were exposed to, this is your right in order to receive proper medical care. You should also document this in a Cabin Safety eReport (CAB) and a Work-Related Injury/Illness eReport. You can also submit a Health and Safety Complaint eReport should you believe the employer is not doing enough to protect your Health and Safety.

In solidarity,



Michelle Duhaney

Health & Safety Committee Co-Chair E: michelled@local4092.ca



Meaghan Mroczek-Porato

Health & Safety Committee Member

E: meaghan@local4092.ca



Health & Safety Report – September 2024

May 2024 – September 2024			
Number of Reported Injuries/Illnesses		Top Injury/Illness Trends	
Lost Time	68	Illness	26
Health Care	21	Slip/Trip/Falls	20
First Aids	154	Contact with Aircraft Part	18

Telus Health and Peer Assistance Program

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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.

Potentially Traumatic Events

The Health and Safety Committee would like to take the time to remind you that potentially traumatic events can and do occur. In these events, you may or may not be given a "cooling off period" as mentioned above. We implore you to gage your own fitness for duty after such an event, and book-off injury on duty should you not feel fit to return to the workplace.

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.

In solidarity,



Michelle Duhaney

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Health & Safety Report – November 2024

September to November 2024			
Number of Reported Injuries/Illnesses		Top Injury/Illness Trends	
Lost Time	21	Contact with catering equipment	19
		Burns	19
Health Care	12	Contact with aircraft parts	17
First Aids	88	Turbulence	17

WSIB – Did You Know?

Did you know that WSIB has an online Worker's Exposure Incident Form? These forms allow you to document any workplace incident exposure which may have resulted from an odour event, bed bugs, third party illnesses etc., even if you do not initially suffer any injuries/illnesses from the exposure. About 60% of WSIB denials are due to missing documentation and untimely reporting. By filling out a Worker's Exposure Incident Form, prior to the onset of symptoms, you are documenting the exposure incident should an illness or disease occur in the future. This can potentially help a claim with WSIB should your onset of symptoms only occur several days after the exposure. Please see the link to the exposure form below: https://www.wsib.ca/sites/default/files/2019-02/3958a_07_16_fs.pdf

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 et

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 and on crew transportation. 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.

In solidarity,



Michelle Duhaney

Health & Safety Committee Co-Chair E: michelled@local4092.ca
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Meaghan Mroczek-Porato

Health & Safety Committee Member



Health & Safety Report – May 2025

February 2025 to May 2025			
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Lost Time	53	Contact with Aircraft Part	
Health Care	26	Contact with catering equipment	
First Aids	106	Slip/Trip/Falls	

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.

MedAire

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

Reporting Reminders

We would like to remind you when filing reports, please let us know that you have filed. While we have direct access to Health and Safety Complaints, we do not see your Cabin Safety eReports, DPAX reports, Hazard eReports etc. Until we meet with the employer to review. When we have these report reviews, your reports are de-identified. It would help us to track and trend more efficiently if you send us a copy of your report or let us know you have filed so we can ensure to keep an eye out for it. Please let us know if the employer has not responded to your Health and Safety Complaint, within 30 days.

You can reach us at, sante.health@local4092.ca

In solidarity,



Michelle Duhaney

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