



From time to time, everyone experiences personal or work-related problems. Sometimes, these problems can overwhelm our normal coping strategies. Support from a trained peer or a referral to a mental health professional may prove helpful.

Norse has partnered with the AFA to provide peer support services to all Norse cabin crew, regardless of base.

If you have any questions about Norse EAP/Peer Support, please contact EAP Director Heather Healy at: hhealy@afanet.org

Mission

The Association of Flight Attendants Employee Assistance Program (AFA EAP) is a confidential resource available to cabin crew, their families and their partners to assist with personal, as well as work-related concerns. AFA EAP provides three distinct but interrelated services, including:

1. Assessment, support and resource referral
2. Advancement of professional standards through conflict resolution
3. Response to critical and traumatic incidents. AFA's objective in providing these services is to enhance the health, safety and well-being of its union family with the highest quality of peer support available within the EAP industry.

Guidelines for becoming an EAP committee member:

1. Willingness to adhere to AFA EAP policies and procedures;
2. Ability to maintain strict confidentiality;
3. Agreement to submit necessary EAP documentation on a timely basis;
4. Commitment to and flexibility to respond to routine and emergent EAP situations
5. Being in "good standing" with the company.
6. Willingness to actively participate in all EAP activities for at least one (1) year.

Purpose and General Function:

To assist cabin crew who are experiencing emotional/psychological, relationship, addiction, financial, legal and/or work-related problems that affect their health and well-being both on and off the job.

Specific Duties and Responsibilities:

1. Promote the services of EAP.
2. Assist "troubled" cabin crew when such problems affect their personal and professional lives, including referral to appropriate treatment resource or self-help groups. Assist cabin crew in gaining necessary leaves of absence. Follow up with cabin crew as necessary.
3. Help cabin crew understand and adhere to company policy/procedure upon their return to work.

The EAP and Professional Standards Committee helps Flight Attendants with:

- Personal and work problems
- Support after a critical incident
- Assistance in conflict situations with coworkers (F/A and pilots)

Employee Assistance Program (EAP) Committee

- Assessment, Support, and Referral Services
- Assist members in identifying and developing an action plan to address personal and work-related concerns
- Provide support to a troubled flight attendant during the problem resolution process
- When professional services or resources are required, identify an appropriate referral(s) and facilitates the trouble flight attendant successful linkage to it
- Professional Standards
- Offer a range of conflict resolution strategies, skills, and support to help co-workers resolve disputes among themselves without the need of management intervention
- Critical Incident Response
- Offer and/or coordinate a range of critical incident stress management services to promote and accelerate recovery in the aftermath of traumatic and/or critical incidents, both on and off the job