



HOW TO BE REMOVED FOR A CRITICAL INCIDENT

EAP Support & Flight Removal Options Following A Safety / Critical Incident

Envoy Air flight attendants don't have to cope with the stress of workplace incidents or accidents alone. AFA EAP representatives at your local council have been trained to provide a range of education, referral, and other intervention services to AFA members that have been impacted by unsettling events on and off the airplane. AFA EAP services are confidential. We treat your shared information the same way you expect health professionals to manage it. Discussions with AFA EAP are always separate from operational and investigatory proceedings, which may be required by the Company or FAA following an incident or accident.

Initially, AFA EAP tries to reach all impacted flight attendants after an occurrence. We want to make sure that flight attendants have the needed support and recovery services as quickly as possible. For that reason, AFA and the Company have agreed that if an in-flight critical incident occurs, AFA EAP will be alerted. However, if an event occurs off the plane, or if the event falls outside of the list of notifiable events, AFA EAP will only know about an incident if you take the time to call us. Help us to help you. If you know about an incident or if you have been in one and have yet to be contacted by a local AFA EAP peer, please call Your Local EAP Rep.



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Following an Incident, Know Your Options:

- If you are involved in an aviation incident that you believe has overwhelmed your ability to continue to perform your safety-sensitive functions, contact your Flight Service Manager or Crew Scheduling immediately and ask to be removed from your flight.
- No disciplinary action will fall upon you for this request to be removed.
- Once removed, you will be referred to EAP Consultants for support and evaluation.
- Your removal will be coded initially as a MA or PG (pending) until you are evaluated.
- If EAP Consultants determine that your incident meets the criteria for a critical incident (CI), your code will be changed to CI and you will be pay protected.
- If the incident does not meet the criteria, you may use sick (SK) or personal vacation (V6) to recoup pay. If you do not wish to recoup pay, a personal other (PO) or unpaid sick (US) may be used.
- If the incident is not coded CI none of the other codes used will count against the Flight Attendant's attendance or be used as a countable occurrence, nor be cited in any letter of advisory.

