***AFA Leaders’ Response Checklist -Aircraft Incident/Accident***

***MEC Officers***

\_\_\_\_\_Activate Notification Process.

\_\_\_\_\_Contact Company to gather additional information about incident and crew.

-Names, bases, and contact information of impacted crew

-Condition and location of crew

-Anticipated movement of surviving crew (hospital, hotel, flight home, etc.)

\_\_\_\_\_\_Ensure that all LECPs or their designees are available to support AFA response to their designated members.

\_\_\_\_\_\_ Ensure that the nearest officer or Union representative has been deployed to be with surviving flight attendant(s) to provide protection and support until family and EAP can arrive.

\_\_\_\_\_\_Contact International AFA President to send request to BOD for use of their AFA EAP representatives as needed for response.

\_\_\_\_\_\_Arrange for a brief conference call with all LECPs to be held within the first hour of the accident and establish a schedule of regular conference calls for MEC updates over the next 48 hours.

Date \_\_\_\_\_\_Time \_\_\_\_\_\_\_\_\_\_\_Conference Call Line \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_Time \_\_\_\_\_\_\_\_\_\_\_Conference Call Line \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_Take steps to alleviate non-critical incoming calls (i.e., a recorded message stating that members will be updated every two hours via the web or recorded message or a volunteer to answer phones.

\_\_\_\_\_\_Post updates to the membership early and often. Keep up with the member “update” schedule.

\_\_\_\_\_\_Post handouts on coping and grief provided by IEAP.

\_\_\_\_\_\_ Maintain contact with the Company regarding condition/care of surviving crew members, changes in airline operations, and, if needed, request temporary accommodation policy for members with emotional stress/fear of flying.

\_\_\_\_\_\_Receive updates from MEC EAP Chair/IEAP about EAP deployment and response. Authorize and/or assist in securing logistical resources for EAP response (trip drops, hotels, space positive travel, access to crew rooms, etc.).

\_\_\_\_\_\_Assign someone to be the primary point of contact for members volunteering to assist in any way possible. These volunteers can later assist with memorial services, fund raisers, etc.

\_\_\_\_\_\_Work with International AFA Communications on media requests.

\_\_\_\_\_\_Extend condolences to the families of the non-surviving crew members on behalf of AFA.

***IncidentAccident Response Checklist***

***AFA Local Officers***

\_\_\_\_\_\_Activate Notification Process.

\_\_\_\_\_\_If the members impacted by the incident/accident are outside your council, offer assistance to the impacted LEC. Deploy resources to another officer’s council only if requested by that LEC/the MEC or by ASHS/EAP MEC EAP Chair.

\_\_\_\_\_\_Contact base manager for information about the incident/accident and any changes in base operations.

\_\_\_\_\_\_Participate in scheduled conference calls with MEC for updates

\_\_\_\_\_\_Brief committee chairs as appropriate.

\_\_\_\_\_\_If any of the impacted crew were your members, be in direct contact with that member about her/his needs. In person is best when possible.

\_\_\_\_\_\_Take steps to alleviate non-critical incoming calls (i.e., a recorded message stating that members will be updated every two hours via the MEC website or MEC recorded message).

\_\_\_\_\_\_Maintain contact with base manager for updated information.

\_\_\_\_\_\_Authorize and/or assist in securing logistical resources for EAP response to members of your local (i.e., access to crew rooms, identify area crew hotels for housing out of area EAP representatives, etc.).

\_\_\_\_\_\_Assign someone to be the primary point of contact for members volunteering to assist in any way possible. These volunteers can later assist with local services and events.

\_\_\_\_\_\_Direct media requests to International Communications Department