



COMPOSANTE AIR TRANSAT  
**SCFP/CUPE**  
AIR TRANSAT COMPONENT

# HEALTH & SAFETY NEWSLETTER

YOUR HEALTH MATTERS—VOTRE SANTÉ NOUS TIENT À CŒUR

AUGUST 2019

Members of the Health & Safety  
Committee of Air Transat Com-  
ponent of CUPE

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The masculine has been used to ease the reading of this document and shall be understood to include the feminine gender.

## A WORD FROM YOUR CHAIR



*Dear colleagues,*

*We hope your summer season is going well. This season is once again challenging... Rest assured, we read all your Injury Declaration Reports and Safety Reports and we are always available to help you. You can now fill these two reports on the Coruson application or on Mundo / Home Flight Attendants/ Cabin Safety/Safety Report).*

*In this newsletter, you will find information on a project that has been started by our colleagues concerning crew seats. I invite you to participate to their online survey. We are proud to collaborate with our colleagues on this project and we invite you all to contact us if you have a project on which you would like your H&S Committee to collaborate on.*

*In the following pages, you will also find various and useful information about your health and safety at work. We invite you to read them carefully. Remember that you can always contact an H&S representative for any questions and comments. Please refer to the side bar for their coordinates.*

*I would like to conclude by thanking the local H&S representatives: Angela, Susan, Marilou, Catherine, Patrick and Laura are doing an amazing job and do their best to be available to their colleagues at the expense of their days off and their vacation days.*

*Have a great end to this summer season, take care of yourself.*

*In solidarity,*

*Nathalie Garceau*

*Chair*

*Health & Safety Committee*

## PROCEDURES

### Passenger baggage too heavy:

Every month, we receive Injury declaration reports from our colleagues who have been injured while handling passenger luggage. We understand that you all want to provide excellent customer service but we urge you to be careful. If you have difficulty lifting a passenger's luggage, do not take chances, your health is your priority!

As the FAM mentions on page SAF-47:

*“In the overhead compartments, the baggage should be placed under coats. As a rule of thumb, if a cabin baggage is too heavy to be lifted by one person, chances are it is too heavy to be placed in the overhead compartment and must be sent in the cargo hold.”*



### Illness or Injury away from base:

Are you sick outside your home base? The procedure can be found in the Service Manual, General Regulations Section, page 15. There is a difference in the procedure depending on the city where you declare yourself ill. Here is a small summary table. (We suggest you take a picture and keep it on your phone).

Illness/Injury out of base but within Canada	Illness/Injury out of base and outside Canada
Blue Cross (CanAssistance) <b>Téléphone:</b> 1-866-491-7726 <b>email:</b> <a href="mailto:operations@canassistance.com">operations@canassistance.com</a> (This information is also on your Blue Cross card.)	MedAire Telephone # : 1-602-281-3328

**Update your contact person in case of emergency / incident / accident:** If you want to change the name of the person to contact in case of an emergency on board or on layover, please contact the Human Resources Department.

**Update your contact person in case of delay:** If you want to change the name of the person to contact in case of delay, please complete the form available on Mundo and send it to Inflight Service.

**Photos in Coruson reports:** Please attach photos to your Safety Reports and Injury declaration reports ! It's very useful to understand what happened, both for us and for the company.

**CNESST / WSIB / WSB vs Insurance:** You injured yourself at work? Did you know that you need to claim your lost time and the cost of treatment related to your injury to the Workers' Compensation Program in your province?

- ◆ CNESST: Québec
- ◆ WSIB: Ontario
- ◆ WCB: British-Columbia

If you claim to Blue Cross, not only will the reimbursement be less, but it will affect the increase of premiums we collectively pay for our insurance.

If your Worker's Compensation Program refuses to compensate, please contact your local Union for assistance in making your dispute claim. This way, you make sure that the file is carried out correctly and that the prescribed deadlines are respected.

## PROCEDURES...continued

**Safety Report / Confidential Section:** Please check the 'NO' box in the "Confidential" section of your Coruson Safety Report. This ensures that your report will be shared with the Health & Safety Committee and that not only can we read it, but make a full investigation. If this box is not checked, we will not have access to your report.



**Filling out a Fatigue Safety Report:** We strongly invite you to consult the newsletter "Did you know?" on the subject of fatigue. We would like to remind you to fill out a Safety Report in case of fatigue. We read all these reports and discuss the subject with the Company. Proving fatigue is not easy, but we use all the tools at our disposal to make our point to the employer, even if the employer does not yet recognize the importance of the problem. When completing your report on Coruson, be sure to check **Fatigue Report / Rapport Fatigue** at the top of it. In addition, it helps us greatly when you write "Fatigue Report" in the Subject / Subject section of the report.



## SURVEYS



### "Crew Seat" Survey:

A group of Flight Attendants mobilized on the issue of crew seats. We are proud to collaborate on this project to collect data that will be needed on this issue. We recommend that you participate in this project via the following Facebook group: Crew seats / Sièges d'équipage.

Instructions to participate in the survey are on the Facebook group.

You can also fill out the **survey** via the following link:



[https://docs.google.com/forms/d/e/1FAIpQLSfqre1t\\_D8FqNLhZ\\_6JNsk69LWTskFGVAft-dmr\\_jjMU3-O4g/viewform?fbclid=IwAR0zoJ\\_5Uw0K\\_q6UzAGIB0LSOcNiZAXloZhBAHTVyz5GaDddtnkVgAszaw](https://docs.google.com/forms/d/e/1FAIpQLSfqre1t_D8FqNLhZ_6JNsk69LWTskFGVAft-dmr_jjMU3-O4g/viewform?fbclid=IwAR0zoJ_5Uw0K_q6UzAGIB0LSOcNiZAXloZhBAHTVyz5GaDddtnkVgAszaw).

### "Cabin Baggage" Survey:

The Air Canada Component Health and Safety Committee has created the following 2-minute survey to better understand the membership's concerns about cabin baggage in aircraft evacuations.

As we're all in this together, it is also open to all Airline Division colleagues, so feel free to share amongst all of your CUPE-represented Cabin Crew friends!

For the full communiqué recently issued by the Union, please click:



<https://mailchi.mp/accomponent/cupe-communiqu-324973?e=ab1d70c598>

To access the **survey**, please click:



<https://www.surveymonkey.com/r/SVXC8CC>

## MISCELLANEOUS FACTS

### Bed Bugs

Bed bugs are stinging insects that feed on people's blood while they sleep. If they are not exterminated, bed bugs reproduce and spread quickly. When they are in large numbers, bed bugs become a nuisance. This is an infestation. Bed bug bites are often numerous on the skin. They are found mostly on the sleeper's body parts left uncovered during sleep such as arms, shoulders, back, stomach and legs.

Symptoms caused by bedbug bites can vary from person to person. Some people do not react at all to stings. Others may have more severe reactions, such as hives or a more severe allergic reaction.

The main symptoms are the following:



- ✓ Red lumps similar to those caused by mosquito bites;
- ✓ Itching that can at times be very intense and uncomfortable. The intensity of the itching is more pronounced early in the morning but subsides as the day progresses.

Bed bugs do not transmit any illnesses to persons bitten.

**Bed bugs** have the following characteristics:

- ✓ They are visible to the naked eye.
- ✓ Adult bed bugs are usually brown in colour. When filled with blood, their colour ranges from red to dark brown.
- ✓ They are oval-shaped and about the size of a flattened apple seed, 4 to 7 mm in length.
- ✓ They neither jump nor fly.
- ✓ They move at the speed of an ant.
- ✓ They have a lifespan of 5 to 6 months. However, they can live more than a year without feeding when in a dormant state.
- ✓ Bed bugs are active especially at night. They live mainly in the bedroom. They flee light and shelter in dark, narrow and very difficult to access places.

Clues on the bed :

- ✓ Small black spots on sheets, mattresses or bedsprings. These spots come from bed bug excrements;
- ✓ Presence of live or dead bed bugs, shed skin or eggs near the sleeper. These traces can be found in/on the bed or near it.



If you think you have been stung by bedbugs, you must follow the procedure in the Service Manual: General Regulations Section / pages 19-20.

Only a Crew Care report will be accepted to report the incident to the hotel. Your H&S Committee strongly recommends that you seek medical attention as soon as possible and obtain a medical note.

**MISCELLANEOUS FACTS... continued**

**Heat in the cabin:**

A problem that comes back every summer! Remember that you can delay boarding if the cabin temperature is way too hot. Remember, the feeling of heat is subjective ...

The Canadian Aviation Regulations define acceptable heat as 28 degrees Celsius when the airplane is in flight. Even though there is (still) no scale for ground heat, we believe that 28 degrees Celsius is the heat limit temperature that we should tolerate.



**Animal allergies:**



If you suffer from animal allergies, we recommend that you always have non-drowsy medication with you.

Also, do not hesitate to talk to your doctor about the fact that dogs are accepted on board and that our working environment is one of proximity.

Follow your doctor's recommendations!

**Transportation:**

We strongly recommend that you fasten your seatbelt in bus transportation, especially between the airport and the hotel.



Furthermore, if you find that the driver is speeding, do not hesitate to tell him to slow down! Remember to report it to Crew Care

**SNAG – SNAG - SNAG!!!**

Do you know the yellow tag snag? They are located in the Purser kit and Dry stores.

We need your help to SNAG the unusable catering equipment. This is how your H&S Committee is able to report a recurring problem to the employer.



Do you believe that an item keeps coming back even if it is clearly at the end of its life? Do you have several defective equipment on board? Snag and take pictures!

Please send the photos to [hs@atcomponent.com](mailto:hs@atcomponent.com) with as much information as possible: Flight number, date, type of equipment, location in the galley ... Please mention if it was added to the Flight Report.

The "SNAG" procedure is in the Service Manual (EQUIP-7) on Mundo, but here's a summary:

	<b>Paper Commissary SNAG Tag</b>	<b>Plastic U/S Tag</b>
<b>Use</b>	<ul style="list-style-type: none"> <li>* Be specific; fill out all the information.</li> <li>* Please take a picture with IPAD of the white copy; to be included in flight report.</li> <li>* Broken Drawers may be Snag.</li> <li>* Attach to the items that are unserviceable (eg. Canister unserviceable = Tag the canister <b>not</b> the trolley).</li> </ul>	<ul style="list-style-type: none"> <li>* Broken Drawers may be Snag.</li> <li>* Please take a picture with IPAD ; Include in flight report.</li> <li>* Attach to the items that are unserviceable (eg. Canister unserviceable = Tag the canister <b>not</b> the trolley).</li> </ul>
<b>Outbound</b>	YES	NO
<b>Inbound</b>	YES	YES