



# President's Report

By Josh Zivick

Good Day NYC,

I am sad to say that with the arrival of this newsletter comes the end of warmer days, and shorter daylight hours. Even though the weather this past summer was less than perfect, we hope you were able to relax a bit, visit with family and friends, or have fun doing whatever you enjoy on your limited days off! We also hope everyone had a fantastic Labor Day weekend.



As you know, September/October brought a dramatic decrease in flying to our base, as it did to every one of our bases. The same holds true for November. Your concerns you have expressed have been expressed to the officers at all bases. Though economists are optimistic about our economy rebounding, there just does not seem to be a clear indicator that our industry is rebounding with it. As we've learned full planes does not always equal profits. Your council officers continue to be proud of your hard work and vigilance through these tough times. On September 22, 2009, our quarterly scheduling meeting with corporate took place in MSP. Details of the meeting will be included in a separate article in this newsletter.

I would like to take a moment to thank you for your patience while we wait for the expected ruling from the NMB on our petition to find our group to be a single transportation system as well as their consideration of a policy manual change, specifically the NMB is requested to change its election procedures to a Yes/No ballot for all RLA elections. The schedule for the actual vote will not be finalized till after these determinations are rendered. We feel more confident every day as more and more PMDL flight attendants continue to seek out information about what is at stake. This campaign has been a long process as this will probably be the most important vote of our careers. Your patience and steadfast resolve is appreciated.

Speaking of the campaign, just in case you are speaking to a PMDL f/a who may be undecided, please remember what our contract is about. Chances are you have at sometime in your carrier at NWA had to exercise a protection or entitlement of your contract. For instance, exclusive to NYC is our reimbursement for transportation to work during the early morning and late night hours. Or if you're a reserve your right to company paid transportation under certain circumstances. We have domestic and international report times **Continued on Page Three**

## Taking a Delta Jumpseat?

You are allowed to sit on a Delta metal jumpseat.

How do I go about getting one you ask?

You may NOT list in advance, like you can on Northwest metal. You CAN show up at the gate and ask the gate agent.

What is the boarding priority for jumpseat?

\*Number 1 is the listed DL flight attendant.

\*Number 2 is the first DL/NW Walk up only.

\*Number 3 is a DL/NW pilot.





## On-the-Job Stress:

### **Healthy and Productive Ways to Deal with Work-place Changes**

By Lyuba Halkyn – AFA EAP NYC Chair/Representative

On March 31, 2009, as I prepared to report for duty to the same career I have worked for many years, I began feeling as if I had entered ‘The Twilight Zone.’ First, I looked in the mirror and saw the reflection of a person wearing a quite stylish, but slightly high-maintenance uniform. (I was wearing the Richard Tyler double-breasted jacket ensemble.) As Lead Flight Attendant on the aircraft that day, I followed all new briefing and pre-departure procedures. Next, I discovered new glassware in the first class cart and, as cute as the new tumbler was, it was yet another surprise. During my first class beverage service, passengers asked for mojitos and margaritas -- shaken, stirred, on the rocks, “Is there salt with this?” Not to mention that my head was still buzzing from the many new bulletins, revisions, and announcements.

For those of us flying out of LGA, we can all relate to the shock of leaving out of Gate 4: uncharted territory! It is worth mentioning that NWA has used only gates 7-10 for as long as anyone at the NYC base can remember.

Needless to say, I felt disoriented and a bit overwhelmed. But thanks to my awesome and amazing NYC crew, I was able to laugh and get through my ‘Twilight Zone’ experience with composure and professionalism.

When did all these changes happen? They may have been gradual, even announced beforehand, but I had those moments when this “merger” felt like a takeover. As minor as any of the above-mentioned facts may seem, it’s not surprising if you, like me, find the process of digesting all of these changes causing a high level of stress or anxiety.

So, how does one handle stress that is related to an overwhelming amount of change? It comes down to making a personal choice to find coping mechanisms that are effective.

Here are some suggestions that may be helpful:

**>Process information in bite-sized proportions.** If you worry about where we will be next year, how many aircraft we will be flying, how many new coworkers we will have, etc., it may be a bit daunting. If you look at these changes in smaller doses, (example: one trip at time, even one flight at a time), it may be a bit less stressful to digest.

**>Stay informed and try not to perpetuate gossip and rumors.** This is a tough one, because everyone loves some good ‘galley talk.’ However, make a commitment to read your AFA hotlines & e-mails. Print what is important to you or may be helpful to your crew. Pass along only good, solid information to fellow crew members. With so much changing on a daily basis, it is hard to keep track of it all. If you have it on paper, where it can be easily accessed and referred to, it can help to stop the spread of inaccurate information.

**>Create a positive atmosphere.** Surround yourself with people who uplift you. “You are the average of the five people you spend the most time with,” states Jim Rohn, self-made millionaire and successful author. Limit the time you spend with people who constantly complain and have nothing positive to contribute. I am not suggesting for a moment to turn your back on a friend or family member who is going through a rough time. Nor am I in denial about the very real stress that all the changes we are dealing with can place on us. However, it is important to set boundaries. If you are feeling drained, it is possible that you have given too much of yourself.

Also, try some positive thinking exercises. Experts say that a positive thought is much more powerful than a negative one. Basically, if you have a negative thought, don’t vocalize it. This may seem almost impossible at first, but the more it is practiced, the easier it becomes. Another helpful exercise is changing negative thoughts into positive ones. The minute a negative thought enters your head, change it!

**>Exercise.** Going to the gym, taking a yoga class, or just going for a walk out in the fresh air are all great ways to help reduce stress and anxiety. Getting some sort of physical exercise on a daily basis has been proven to keep mind, body and spirit healthy.

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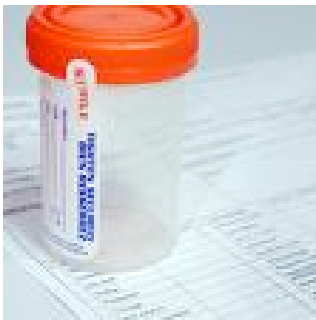
**President's Report Continued** can that not be adjusted without amendments to our contract via a letter of agreement. One that I am sure we all hold near and dear to our hearts is domestic and international duty limitations. When you have been on duty the maximum amount of time, you are entitled to "walk", WITHOUT the threat of retaliation or pressure from scheduling. In each of the NYC crew lounges we have walk time calculation sheets in order to help you and your crews figure out when you must depart a destination to remain legal. Crew meal provisioning is covered in our agreement. Medical insurance has its own section to cover the types of coverage we are entitled to as well as the limits the company can raise our premiums and when they are allowed to make changes to the coverage within the parameters of the contract. There are many other sections that benefit us daily in our work lives in terms of compensation, scheduling, bidding (monthly and on the aircraft), seniority, and so on. At the time of signing our contract each of us knows exactly what increases we are entitled to throughout the life of the contract. Think for one moment if our collective bargaining agreement was not in effect and raises, scheduling improvements, or insurance became a moving target based on company whims or the price of oil! Planning for our family's well being or budgeting for day to day living could become very difficult with out living and legal contract.

There are many changes occurring daily as Delta pushes further into the integration process. I want each of you to know that the Officers of Council 91 do watch these changes and have dialogue with local base management as to how those changes affect our base. We speak on your behalf how best to implement changes and many times suggest alternatives to insure a somewhat stable work environment for each of us.

On August 19<sup>th</sup> I had the privilege to be invited to the Transportation Day of Action in Manhattan which coincided with IAM's convention. Many stood and spoke about the merger and what is being done to certain workforces on our property to discourage them from choosing a union. Vice President Chris Shelton, District 1 for CWA spoke at the rally and as always is a true advocate for our flight attendants. I had the opportunity to speak on our behalf and the support that the labor movement has offered us, and the words of encouragement, were amazing!

Please stay focused. Read your union emails and send your questions to your officers so that accurate information, not rumors, is being circulated. Finally, get involved as many opportunities will be coming forward during our election! All of us represent the **U** in union

## Drug Testing NYC F/A's.....In MSP??



In a small base we know that news travels fast. By now you have probably heard that many NYC flight attendants have been getting tested down line in MSP. We have been told for some time now that getting drug testers to come to the NYC airports is a challenge, since many times flights arrive much later then expected. It has made it difficult to judge when the tester should arrive. Hence up until a few months ago, testing at base was not being accomplished on a required basis. To accommodate the FAA requirements, NWA has begun testing NYC in MSP. Though we would prefer to keep the current process status quo, it has always been part of NW's drug and alcohol policy that crew members can be tested AT ANY TIME while on-duty. This includes (per NW's published D and A policy), "while on reserve, jump seating, deadheading, and/or duties prior to flying, between legs and mid-trip, and at the termination of legs and trips." While we can not grieve the change in procedure, we would like to remind our members of a few issues that

could arise with this change. Most importantly is rest following your duty day. At the conclusion of the test, make certain you will have the contractual rest required for the type of flying you are doing. If due to testing, your minimum rest is compromised, contact scheduling from the test center. Also, if the testing is not accomplished within the fifteen minutes release time built into the duty day, be certain to fill out a "release time exception form". This form can be found under the forms tab at the top of the Atlas home page. We suggest you print a few and carry them with you so that you can document the time as it happens.

Finally, we would like to inform you of yet another change coming to the testing procedures. Unfortunately, the current notification procedure through ACARS will be stopped in the future with the **Continued on Next Page**

**Drug Testing continued** removal of this system from PMNW aircraft. This practice has only been an option that we have enjoyed, and not a contractual right. Therefore, the FAA has ordered NW to convert to a more conventional “random” testing procedure. We are not certain when this change will happen but at that time, you will only be met by the tester at your arrival gate, without prior notification. Again, since you may not be able to produce a sample on the spot due to the fact that you would not have had time to prepare by drinking water prior to landing, it is imperative that you watch your times.

If you have any questions concerning these changes, please contact any officer.

**Lyuba’s Report Continued**

>**Volunteer.** Don’t take this one lightly – it is a very, very powerful action to take. Get involved in a local organization or charity. Offer to assist children or the elderly. Many times when we help someone else, we actually begin to feel better about our own situations. It is called perspective. Doing service is a great way to stay present and live in the moment.

>**Support groups and counseling/therapy.** Reaching out and asking for help, whether it is a simple phone call to a friend or seeking help from a professional, is a sign of wisdom and strength. Dealing with issues openly and honestly promotes overall mental and emotional health. Don’t forget that as flight attendants, we have various resources available to us including your AFA EAP committee, as well as WorkLife Services, administered by OptumHealth. This is a confidential and free service, available 24 hours a day, seven days a week by calling 800.533.6939. Licensed counselors and specialists are available to assist you with issues involving work, family, relationship, and financial pressures.

>**Laughter and fun.** I find that, as the old saying goes, laughter *is* the best medicine. Creating a light and playful atmosphere can make any four-day trip more enjoyable. Laughing with your crew and depending on each other not only alleviates the everyday stresses of our job, but also the new added stresses of showing up to a career that feels strange and different in many ways.

Finally, don’t take my word for it; try some of these things yourself. It is important to remember that we are in an extremely unique profession, which demands alertness and flexibility at all times. Throughout the years, I think the NYC base has far surpassed its potential in dealing with stressful, work-related situations. I personally look forward to flying to new destinations and working with everyone at the NYC base.

**Unions With Over 2 Million Members Supporting Our Right For Representation**

## SCHEDULING MEETING



On September 21 -22<sup>nd</sup> 2009, I attended our contractual (section 6.D) scheduling committee meeting in MSP, between the Company and our MEC and LEC Scheduling Committees. On day one all NWAFA scheduling committee members met separately to discuss additional issues, aside from those on the agenda that each base would like brought before the company.

In the joint meeting the first items covered were the recently signed Letters of Agreement. We are happy to report that the Split lines of flying are slated to begin in January 2010. We feel this single item going forward will greatly decrease the likelihood to involuntarily furlough in these yo-yo economic times. The two additional letters dealt with staffing on certain military charters and deadlines for transfer to more closely match our current PBS deadlines. The signed letters in their entirety are available on the MEC website and will be distributed to all flight attendants by the company shortly.

There were two surprises dropped on us for NYC. The first is in regards to the DC9 aircraft. As you know the DC-9 is the last of the PMNW fleet that the flight attendants and pilots, in general, stay together for the duration of

the pattern. After careful analysis by the company it was decided to separate the pilots and flight attendants allowing the DC9 to "show up" in bases that normally do not see these aircraft as common crew patterns. This change will begin November 1<sup>st</sup>, 2009. Bases such as NYC, BOS and CHI-s most likely will now see these common crew patterns. The negative effect of this in the short run is that this now causes our base to be even further short on staff. If left up to the infamous "optimizer", barring staffing constraints, NYC would see an additional 13,500 hours each month. For years several thousands hours have had to be pushed out of our base due to staffing issues. Shortly you will see an announcement from the company opening NYC and CHI-s for transfers. Also, due to the property swaps you have seen being negotiated between DL and USAirways, starting in April we expect to see an additional 12 daily departures from LGA on PMNW aircraft. Routes have not yet been announced. The company also has reiterated that there is no international expected for PMNW from any NYC airport until possibly next spring when cross flying is expected.

OPR issues, specifically where scheduling of the OPR doesn't coincide with typical departure times, from that base was discussed. For instance, why do we have OPR assignments at JFK in the evening when we barely have any scheduled departures? Order of assignment

for OPR was discussed with respect to legalities and SILO rules. The company agrees that if it is 2 hours out from departure the RR or RD will be utilized. However, please keep in mind that due to public transportation issues in NYC, it may not be possible to avoid using an OPR to protect a flight.

The company provided some FYI's to the committee regarding automation changes we can expect and tentative deadlines for these changes. They have moved the 747-400 pilots into the DBMS system (this is Delta's version of CMS) so they will no longer show up on your patterns when you type "crew" next to a flight. In November, the A319/320/330 to DBMS followed by the DC-9 in December. Inventory migration from PARS to Deltamatic will begin at the end of January. At that time you may see flight numbers change for traditional flights that NWA had operated for years, due to the fact that Delta already uses that flight number elsewhere. Currently all flights on PMNW are dispatched from MSP but are expected to transition to ATL dispatch in March or April. Lastly, as already communicated by the company, the Worldperks and Skymiles programs will be merged into one program called Skymiles sometime in October.



# Insurance Enrollment



The annual open enrollment period for 2010 benefits selection for all U.S.-based flight attendants will run Oct. 21 through Nov.

10. Please be cautious with your selection. If you choose to do nothing you current election will default and will continue in 2010.

Package 2 is the only plan that is covered by Section 29 of your flight attendant agreement.

Package 2: Section 29 - Insurance, NWA AFA Collective Bargaining Agreement

The options in "Package 2" begin with "PPO Option B" and include the covered services and eligibility as outlined in Section 29 - Insurance of the NWA

AFA Collective Bargaining Agreement, with the addition of access to United Health Care (UHC) programs (URN, Centers of Excellence, Healthy Pregnancy, etc). This plan most closely matches the one currently in place at NWA for flight attendants, with an administrator change from BCBS in 2009 to UHC for 2010.

Please review Section 29 of our contract and the Summary Plan Descriptions on RADAR for more information about the NWA Contract PPO Option B plan and

all other NWA Contract benefit plans. Highlights of the negotiated NWA Contract Plan are:

- . no lifetime maximum benefit
- . full-time student children covered until age 26
- . NWA retirees are eligible for subsidized coverage under this plan
- . deductible max of \$350 ind/\$700 family
- . family coverage for spouse & children of a deceased flight attendant at active employee rates
- . out of pocket max of \$2,000 ind/\$4,000 family
- . in-network covered at 80/20
- . out-of-network mainly covered at 70/30
- . prescription drug out-of-pocket max of \$1,000
- . generic drugs \$15/preferred brand drug \$30/non-preferred brand \$45
- . Medco by Mail option for 90 day prescription supply at even lower cost

These and many more legally binding benefit provisions are available only to those who choose the NWA AFA Contract Plan "PPO Option B".

If you have any questions about your NWA AFA contractual benefit options, please review Section 29 - Insurance. If you have any further questions, feel free to contact your LEC 91 officers. Phone number can be found on the back page of this news letter or at [www.afa91.org](http://www.afa91.org).

CONTRACT REMINDERS



Always have your contract close

**Does Richard Anderson have a contract?**

He says he doesn't, but what is a contract? Lets look at that first.

The dictionary defines a contract as...

**contract**

noun /'kän, trakt/

a written or spoken agreement, esp. one concerning employment, sales, or tenancy, that is intended to be enforceable by law : *both parties must sign employment contracts* | *a network of doctors and hospitals **under contract** to provide services.*

- the branch of law concerned with the making and observation of such agreements.
- informal an arrangement for someone to be killed by a hired assassin : *smuggling bosses routinely put out contracts on witnesses.*
- Bridge the declarer's undertaking to win the number of tricks bid with a stated suit as trump : *South can **make the contract** with correct play.*
- dated a formal agreement to marry.

Well, research (done by Todd Hurlburt) has found such a document.

Statements like ***“You and Delta, each intending to be bound legally, agree to the matters set forth above by signing this Agreement, all as of the date set forth below.”*** sure sound like words found in a contract to me.

If you are viewing the online version of this and would like to see Richard's "contract" please click the link below.

[http://www.sec.gov/Archives/edgar/data/27904/000118811207003180/d22090\\_ex10-2.htm](http://www.sec.gov/Archives/edgar/data/27904/000118811207003180/d22090_ex10-2.htm)

To view the online version of our newsletter, visit [www.afa91.org](http://www.afa91.org) and click on the latest newsletter tab on the left side.



**Crew Runner**

Delta now provides a free shuttle service from Kew Gardens to both JFK and LGA.

The Crew Runner schedules are posted in both LGA and JFK airports on the AFA-CWA bulletin boards. Priority for the Crew Runner is in reverse seniority.

You must be in Uniform with your Delta ID and either Reporting for or Returning from a trip.

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