



SECTION 32: Employee Assistance Programs (EAP)

A. Recognition

1. The Company and the Union agree to work jointly in coordinating the services of their respective Employee Assistance Programs (EAP).
2. Upon request, the Company will meet quarterly with the AFA MEC EAP Chair(s) to discuss cooperative activities and efforts.

B. EAP Notices to Flight Attendants

1. AFA EAP contact information will be provided and/or included by the Company on its Flight Service website.
2. The AFA MEC EAP Chairperson shall coordinate with the Company's Director of Training to reach agreement on the method to disseminate information on AFA EAP services/resources during Qualification and Continuing Qualification (CQ) trainings for Flight Attendants and during the Company's In-Flight training programs for supervisors and alternates.
3. The Company will permit AFA EAP notices to be placed in Flight Attendant mailboxes and on designated AFA bulletin boards. Such notices shall be in accordance with Section 24.A. of this Agreement.

C. EAP Referrals

1. Whenever the Company refers a Flight Attendant to the Company EAP, either verbally or in writing, AFA EAP contact information will also be provided in the same manner as the Company EAP referral and at the same time.
2. AFA EAP contact information shall be included in any notice to a Flight Attendant concerning attendance or performance. Additionally, in any meeting with a Flight Service manager concerning attendance or performance, a card containing AFA EAP contact information shall be given to the Flight Attendant. Such cards will be provided by AFA.

D. EAP Representatives

1. Accident: In addition to the AFA MEC Chairperson, the Company will immediately release from duty, without loss of pay, a minimum of one (1) EAP Committee member from each base in the event of an aircraft accident as defined by the NTSB. The Company will provide EAP Committee members with positive space travel to domicile, if necessary. Additional emergency situations may be designated by the Company and these provisions will apply.



2. In the event of any accident, the Company will not take any action to hinder the Association's access to the accident site. The Company shall facilitate and expedite the arrival of the Envoy Air Inc. AFA Go-Team Representatives to the accident site.
3. Debriefing and Diffusion: Whenever a Flight Attendant(s) is debriefed by the Company under the provisions of this Section, an AFA EAP representative(s) will be permitted to participate in the session(s). Such situation may also be diffused solely by an EAP representative. Such AFA EAP representative(s) will be removed from any portion of scheduled flying or reserve duty as necessary to participate in a debriefing/diffusion.
4. Once approved, the Company will not rescind an AFA pairing drop or release from reserve duty for a member who is scheduled to attend an AFA EAP training or meeting.
5. When a situation arises that necessitates EAP Flight Attendant assistance, the Company will provide access to crew rooms and, if available, on-site meeting rooms in order for AFA EAP to meet with Flight Attendant(s).
6. The Company and AFA EAP will keep each other advised through written notice of any changes in authorized representatives and changes in EAP-related policies.
7. Debriefing Environment: The Company will provide a safe, private and quiet environment in which the Company and/or the AFA EAP representatives will conduct debriefings with Flight Attendants.
8. Upon request, the Company will remove AFA EAP committee members from trips or reserve duty without loss of pay to attend the one-time Basic (2-day) and Advanced (3-day) AFA EAP training. The provision will apply to a maximum of five (5) Flight Attendants in any given year, unless the Company agrees to apply it to additional Flight Attendants.

E. Critical Incident/Emergency Response

1. The Company critical incident stress management program and/or emergency response program shall include confidential peer support through AFA EAP (or its designee) to Flight Attendants who have been involved in or affected by an accident and/or incident.
2. AFA representatives will be included on notices sent by the Corporate Event Reporting System ("CERS") for Envoy Air Inc. or a non-CERS Email Distribution system for the following events:
 - Aircraft Accident
 - Crew Incapacitation
 - Decompression During Flight



-
- Employee Accidental Death
 - Engine Shutdown in Flight
 - Evacuation of an Aircraft
 - Fire on Board
 - Flight Attendant Injury on Duty – While in Flight
 - Flight Security Threat – Level 2-4
 - Hard Landing
 - Inflight Mechanical Failure Resulting in a Declared Emergency
 - Medical Emergency in Flight
 - Near Midair Collision
 - Passenger Illness in Flight Requiring Medical Assistance
 - Physical Assault of a Flight Attendant
 - Severe Turbulence
3. Notification of the above-listed events shall be made to AFA immediately, when practical, and no later than twenty-four (24) hours after the incident/event. Notification to AFA will be made to the following AFA representatives:
- a. MEC President and Vice-President
 - b. MEC EAP and Air Safety and Health and Security Chairs
 - c. LEC President(s) at the affected domicile(s)
 - d. LEC EAP Chair at the affected domicile(s)
4. AFA EAP will be incorporated into the Company's notification processes, trainings and procedures established in conjunction with the Company's Emergency Response Plan and/or Critical Incident Procedure.

F. Critical Incident Stress Management (CISM) Procedure

1. Definition: A Critical Incident is any accident, incident or air disaster resulting in serious injury, severe turbulence, any hijacking incident, actual evacuation of an aircraft, physical assault of a Flight Attendant, death in-flight or on a layover, fire onboard, medical emergency in-flight with use of AED, aircraft decompression during flight or any other catastrophic event in which a Flight Attendant is involved during the course of her/his duty with the Company.
2. Notification: The Company will notify the MEC President and MEC EAP Chair via email and/or text message as soon as practical of an occurrence outlined in F.1. above. Notification for additional situations, where appropriate, will be made.



3. Aid to Flight Attendant: In the event of a critical incident set forth in paragraph F.1., above, or any additional situation that the Company EAP deems appropriate, the following will apply:
 - a. The Flight Attendant will be provided with immediate medical attention, and to the extent possible, isolated from the media. This will also apply to acute illness while out of domicile.
 - b. The Company will promptly notify the designated emergency contact of each Flight Attendant involved if the Flight Attendant is incapacitated or requests the Company to do so.
 - c. The Company will release a Flight Attendant from further duty without loss of pay if the Flight Attendant feels she/he is unable to continue to perform her/his duties. The CI Code will be used to remove Flight Attendants from any pairing where CISM is required. A CI removal will not count as an occurrence under the Company's attendance/disciplinary policies.
 - d. If the Flight Attendant feels she/he is unable to continue to perform her/his duties, she/he will be provided a positive space pass on the next available flight to her/his domicile or home unless a government entity requires the Flight Attendant to remain available for the investigation. In such circumstance, the Company will provide a hotel room.

4. Catastrophic Event:

In the event of a catastrophic event (i.e. hijacking, aircraft accident, physical assault, etc.) the following provisions shall apply in addition to F.3. above:

- a. The Flight Attendant will be released for a minimum of seven (7) days with full pay and credit.
- b. Should the Flight Attendant not be able to return home immediately, the Company will absorb costs of lodging, meals and travel until she/he is able to return home and transportation is secured.
- c. The Company shall promptly notify the designated emergency contact of each Flight Attendant involved in a catastrophic event. The Company shall provide positive space, on or offline, transportation and lodging, free of charge, to a Flight Attendant's eligible family members as outlined in the Company's pass policy to and from the location of the Flight Attendant involved in the event. In the case of a death of a Flight Attendant, the Company shall arrange for the timely return of the body to the location requested by the Family.



5. Investigation Participation

A Flight Attendant requested or required by the Company or a government agency to participate in an accident or incident investigation or hearing involving a Company aircraft will be released from schedule to do so, with pay protection and will be furnished positive space transportation by the Company. In such circumstances, the Company will provide a hotel room.

G. Incident with Potential for Being Declared Critical Incident

When a situation arises with the potential to be declared a Critical Incident, the situation will be handled as follows:

1. The Flight Service Manager will immediately contact both the Company and Union EAP Representatives to relay the facts giving rise to the request for removal by the Flight Attendant(s).
2. The Company and the Union EAP Representatives will be consulted within seventy-two (72) hours to determine whether the situation should be declared a Critical Incident.
3. The Flight Service Manager will remove the Flight Attendant(s) from further duty. The removal will be coded as "PG" (pending). Such leave shall not be subject to staffing.
4. If both EAP Representatives concur, the removal will be re-coded "CI" (Critical Incident) and the time removed from further duty will be without loss of pairing pay and will not result in a reduction of the minimum monthly guarantee or the adjusted guarantee.
5. Following the event(s) giving rise to the potential Critical Incident, the Flight Attendant(s) may submit a request to an Flight Service Manager to be removed from further duty if she/he believes that she/he is unable to continue to perform her/his duties. The request may be made either in person or by telephone.
6. In addition, the Flight Service Manager will promptly authorize positive space pass travel for the Flight Attendant(s) to either their domicile or station closest to their home. It is recognized that the station nearest the Flight Attendant's home may be a location other than their domicile.
7. If consensus is not reached per section G.4. above on whether or not a Critical Incident occurred, then the Flight Attendant will have the option to have the time dropped coded as follows:



Unpaid Codes	Paid Codes
PO (Personal Other)	PVD (Paid Vacation Day)
PE (Personal Emergency)	SK (Sick Leave)
US (Unpaid Sick)	

- 8. None of the above codes will count against the Flight Attendant's attendance or be used as a countable occurrence, nor be cited in any letter of advisory.
- H. The Company will consider recommendations from the Association prior to any changes in plans, policies, procedures, services and arrangements related to the Company Critical Incident Stress Debriefing (CISD) program, Company EAP, Alcohol and Drug Testing. Such changes will be discussed with the AFA EAP prior to implementation.

I. Professional Standards

- 1. When a conflict between Flight Attendants or between a Flight Attendant and another co-worker is brought to the attention of the Company in the first instance, the Company may refer that issue and the Flight Attendant(s) involved to AFA EAP. The referred Flight Attendant(s) will be encouraged to settle their conflict in a reasoned, no-fault manner.
- 2. The Company acknowledges that in order to be effective, Professional Standards activity must be and remain completely confidential within the AFA EAP system. The Company also agrees not to cite a Flight Attendant's involvement with the Professional Standards Program of the EAP in any subsequent disciplinary proceedings or work history.
- 3. The Company recognizes the AFA Professional Standards Committee and agrees to meet with said committee periodically to discuss issues of mutual concern.

J. Drug and Alcohol Testing

The policy for Flight Attendants shall be no less favorable than for any other employee group.

K. General

The Company will provide the Union with the Company's EAP statistics on a monthly basis. The information provided will include all de-identified EAP reach-outs from the Flight Attendants. This provision will be effective when the Company's third-party EAP vendor makes software upgrades to provide the information, provided that there is no prohibitive additional cost to the Company.